

SECTION 3 - DESCRIPTION OF THE COMPLAINT

Please explain the nature of your complaint including any harm you believe you have suffered. Indicate, in chronological order, the facts giving rise to your complaint. Include specific dates and times, as well as the names of people you dealt with. (Use an additional sheet, if necessary).

By filling out this complaint form, what result or settlement do you hope to obtain? What is the solution you propose?

SECTION 4 - DATE OF THE COMPLAINT AND SIGNATURE

Date: _____

Signature: _____

Please enclose copies of all documents that you consider important for investigating your complaint, including a copy of your contract, application and any other pertinent document with your complaint form. You should, however, keep the originals for your files.

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