

## 123Travel - COMPLAINT FORM

### 1. Your Details

Your Name : \_\_\_\_\_

Your Address: \_\_\_\_\_

Home : \_\_\_\_\_ Mobile : \_\_\_\_\_ Work : \_\_\_\_\_

Email : \_\_\_\_\_

Your preferred method of contact : Mail ☐ Email ☐ Telephone – Home ☐ Mobile ☐ Work ☐

### 2. Details of your Complaint

☐ Products or Services

☐ Contact Centre

☐ Website

☐ Misleading Conduct

☐ Documentation

☐ Deposit / Pre-Payment / Cancellation

☐ Visa / Passport

☐ Refunds

☐ Ticket / Itinerary / Transfers

☐ Pricing

☐ Other please specify \_\_\_\_\_

Summary of Complaint

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 3. Other Details

Name of the person you have been dealing with about your travel service (if known) \_\_\_\_\_

Have you spoken to any of our staff about your complaint ☐ No ☐ Yes

If yes please provide details \_\_\_\_\_

\_\_\_\_\_

4. Remedy requested ☐ No, I do not require return contact, this is for feedback purposes only

☐ Yes \_\_\_\_\_

\_\_\_\_\_

### 5. Signature and Date

Signature \_\_\_\_\_ Date \_\_\_\_\_

List of enclosed documents (if any) \_\_\_\_\_