



PUBLIC COMPLAINTS FORM

Please use this form to detail any issues you have encountered. Our team will review your complaint and respond as soon as possible.

NB: The information you provide will be used solely for delivering feedback. We will ensure the privacy of your data.

A. Contact Details (Mandatory):

Full Name:.....

ID NO / PASSPORT NO

Mobile Phone Number:.....

Email Address:.....

B . Have you read the NRF's complaints handling flowchart accessible via NRF website?

Yes

No

C. What's the subject of your complaint.....
.....
.....

D. Describe the complaint.....
.....
.....
.....
.....
.....

E. What's the consequences that you believe you have suffered as a result of inaction.....
.....
.....

.....
.....
.....
.....

F. In an attempt to resolve my complaint at point of contact, I have already spoken to the following people:

.....
.....
.....
.....
.....
.....

G. Are you still dissatisfied with the response to your direct complaint to the person concerned?

.....
.....
.....
.....
.....

H. Please list any evidence supporting your complaint, and attach copies of any relevant documents

.....
.....
.....
.....
.....
.....

I. To resolve my complaint, I would like the following to be done

.....
.....
.....
.....