



our ref

complaint form

Please use this form to tell us about your complaint – so we can see if we're able to help you.
If you're not sure about anything – or have any difficulties filling in this form – just phone us on **0800 231 5688**.

You can download this form off our website (www.superdragon.co.uk) to complete by hand. 
Or you can fill it in on screen – then print it off and post it back to us.

first, please give us your details ... and the details of anyone complaining with you

surname		title		title
first name(s)				
occupation (if retired, previous occupation)				
address for writing to you (include postcode)				
daytime phone			mobile	
home phone			email	

if you're complaining on behalf of a business, charity or trust please fill in these details

its full official name		contact Name	
address of business, charity or trust (include postcode)		Job title	
		daytime phone	
		email	

if someone is complaining on your behalf (eg a solicitor or relative) please give us their details

their name		relationship to you
address for writing to them (include postcode)		
their daytime phone		fax
their email		ref

... and any reference number you have – for example: your account number and invoice or SOP number or your claim number	
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the kind of product or service you're complaining about

please tell us the name and type of the product or service	
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please tell us what your complaint is about

time limits may apply to your complaint

	day	month	year
▪ When did you first realise there might be a problem?			
▪ When did you first complain take place?			
▪ Have you sent a letter about your complain?*	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
▪ * If you've answered YES, please enclose a copy when you send us this form			
▪ Have you contacted any regulator or other complaints body about your complaint?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

* If you've answered YES to either of the two questions above, please give us more details here

What do you want the business you're complaining about to do, to put things right for you?

please give us any other details that you think will help us understand your complaint

finally, please read and sign this declaration

“ I confirm that all the information I have given you is true and accurate to the best of my knowledge. I understand that:

- you will need to handle personal details about me – which could include sensitive information – in order to deal with my complaint effectively;
- you may need to exchange information about my complaint with the business related to the products/services I have complained about and any other relevant organisations;
- you may publish examples of where things can go wrong, based on real cases, but you will always respect my privacy and keep my personal information confidential.

”

sign here You need to sign, even if someone else is complaining on your behalf. If you're signing on behalf of a business, please give your job title.

_____ signature _____ date _____ signature _____ date

<p>make sure you have ...</p> <ul style="list-style-type: none"> ✓ read and fill in the form thoroughly and signed ✓ included everything you want to tell us about your complaint ✓ enclosed copies of relevant documents 	<p>now please post to ...</p> <p>Customer Services Superdragon TCM UK Ltd Unit 5 The Courtyards Leeds LS14 2LB</p>
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phone 0800 231 5688
for security and training purposes, we may monitor or record phone calls

fax 020 7990 8866
email info@superdragon.co.uk
website www.superdragon.co.uk

We will use the details you give us on this form to see if we can sort out your complaint. But we may need more information from you. And there are rules and restrictions that may apply. If we can't deal with your complaint, we will always give you the chance to query anything you don't understand or agree with.

For Superdragon Office Use Only

Date of receive		Form taken by		Date of Closure	
Comments of Customer Services				CS Manager Signature	
Comments of Quality Control				QC Manager Signature	
Instruction of Managing Director				Managing Director Signature	
Customer Communication Record	1 st Time				
	2 nd Time				
	3 rd Time				