

CONSUMER COMPLAINTS FORM

1. Contact Details	
Full Name:	
Telephone:	
Email:	
Your unique account number with the service provider	
Did you file your complaint to your service provider? Yes, or no. (Consumer must file a complaint with the service provider first)	
Complaints status with the service provider - Open for more than 30 calendar days with no offered resolution in case its nonservice disconnection or remain open for 72 hours in case of service disconnection case. - or the service provider rejected to lodge the complaints, or the service provider closed the case and did not offer a satisfactory resolution.	
Complaint reference number with the service provider (if applicable)	
Date of complaint with the service provider	
Service provider complaints' channel (via telephone, email, website)	
Have you submitted any complaints about the same issue before with the CRA?	<input type="radio"/> Yes <input checked="" type="radio"/> No
If Yes, When?	
Ticket Number (if applicable)	
2. (Q) TSP and (Q) TS Information	
(Q)TSP Name:	
(Q)Trust Service Name:	
3. Complaint(s) Description	

Description of Complaint(s):	
Supporting documents:	<i>Consumer can attach any supporting document necessary for his complaint (Any communication with the (Q)TSP regarding the complaint like copies of related emails, letters, or screenshots of texts)</i>

This form needs to be implemented on the CRA website to facilitate customer interactions. It allows customers to submit their complaints or grievances directly through the website. This feature not only simplifies the complaint submission process but also ensures that customer complaints are organized, easily accessible, and promptly addressed by the relevant team.