

Complaint form

12 questions. About 3 min to answer.

Complaint, suggestion or compliment

1. What would you like to send us? Required

Choose one answer.

- ☐ A complaint
- ☐ A compliment
- ☐ A suggestion

The complaint

2. What is your complaint about? Required

Choose one answer.

- ☐ A product
- ☐ Our staff
- ☐ Delivery
- ☐ Our website or app
- ☐ Billing or a charge
- ☐ Other: _____

3. When did it happen? Required

Date: _____

4. Order, invoice or reference number

5. What happened? Required

6. Attach a photo or document

File upload: _____

7. How would you like us to resolve it? Required

Choose one answer.

- ☐ Refund
- ☐ Explanation or apology
- ☐ Replacement
- ☐ Other: _____
- ☐ Repair

8. Have you contacted us about this before? Required

Choose one answer.

☐ Yes

☐ No

A suggestion or a compliment

9. What would you like to tell us? Required

Contact details

10. Full name Required

11. Email Required

E-mail:

12. Phone

Phone number:

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

surveyninja.io/templates/complaint-form