



Grooming financially qualified business leaders

CORPORATE OFFICE: 374 Rivonia Boulevard, Metropolitan Park, RIVONIA, SANDTON. SANDTON CBD CAMPUS: 36 Wierda Road, Wierda Valley, SANDTON CBD. PARKTOWN CAMPUS: 9 St David's Place, 3rd Floor, St Davids Park, PARKTOWN. PRETORIA CAMPUS: 1250 Pretorius Street, Block C10, Pro Equity Court, Hatfield, PRETORIA. Tel: 0861 131 137 Facsimile: 0862 188 713 Email: enquiries@charterquest.co.za | www.charterquest.co.za

## CUSTOMER COMPLAINT FORM

PLEASE NOTE THAT OUR TURNAROUND TIME FOR ALL COMPLAINTS IS 2 WORKING DAYS OR SOONER FOR ACADEMIC QUERIES, 3 WORKING DAYS FOR ADMIN AND MATERIAL QUERIES, 7 WORKING DAYS FOR REFUND RELATED QUERIES.

Email this complaint form to [complaints@charterquest.co.za](mailto:complaints@charterquest.co.za)

|   |      |  |     |
|---|------|--|-----|
| Name (The <b>Customer</b> )                                     |      | Customer Reference Number (Proforma invoice no.) |     |
| CharterQuest Campus (Rivonia, Sandton, Pretoria, Parktown etc)  |      | Date   |     |
| CharterQuest Campus (Rivonia, Sandton, Pretoria, Parktown, etc) | Town | Phone  | Fax |
| E-mail  |      |  |     |

(Nature of complaint: Who, what, where, when, why, how)

Suggested corrective action and timelines:

Place and Date

Customer (Signature)

Employee (Signature)

Customer Name

Employee Name