

# STAGE 1 COMPLAINT FORM SmithsNews

## YOUR DETAILS

NAME

CUSTOMER NO.

HOUSE

ADDRESS

TEL:

MOB:

E-MAIL

WHICH PART OF OUR SERVICE ARE YOU NOT SATISFIED WITH?

- DELIVERIES (TIMELINESS)
- CLAIMS
- INVOICING
- NEW CUSTOMERS
- DELIVERIES (QUALITY)
- RETURNS
- COMMUNICATION
- DOCUMENTS
- SUPPLIES/
- S/Napp

## DESCRIPTION OF COMPLAINT

IF YOU REQUIRE MORE SPACE, PLEASE ATTACH A FURTHER SHEET.

SIGNATURE

PRINT NAME

POSITION

PLEASE COMPLETE AND RETURN TO:

SMITHS NEWS CENTRAL CUSTOMER SERVICES, UNIT 6, THIRD AVENUE, TEAM VALLEY TRADING ESTATE, GATESHEAD NE11 0DD

OR VIA E-MAIL TO: [central.customerservices@smithsnews.co.uk](mailto:central.customerservices@smithsnews.co.uk)

WE AIM TO RESPOND TO ALL COMPLAINTS WITHIN 7 DAYS.