

CUSTOMER COMPLAINT FORM



If you are unhappy with the service we've provided, complete this form and return it by email to rll@rll.co.nz

Name:

RLL Account Number:

REASON FOR COMPLETING THIS FORM

I want to make a new complaint

Complete Section 1 and 2

I want to check on the progress of an existing complaint
(RLL has up to 15 days to reply to your complaint)

Complete Section 2

I want to escalate an existing complaint.
You can only do this if you have already made a complaint,
have a response from our team and you are unhappy with
the response

Complete Section 1 and 2

SECTION 1 - YOUR COMPLAINT

Use the text box below to give a brief but detailed account of what your complaint is about. If you want to escalate an existing complaint, use this space to tell why you are unhappy with our previous response.

SECTION 2 – CONTACTING YOU

Tell us your contact details and how you would like to be contacted.

Address

Email

Contact Number

How do you prefer to be contacted?

Email

Phone Call

Letter

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