



## Complaint Form

Customers are at the heart of our business.  
We are sorry that you are unhappy with something that we have done, or not done.  
Miltons has a comprehensive Complaints Procedure in place and you may read more about this on [www.miltonsjewellers.com](http://www.miltonsjewellers.com) or see a copy in-store.

The first stage of a complaint is for us to record your concerns properly.

This form may be completed by the customer or a member of Miltons staff, but **all sections must be completed**. A member of our management team will promptly attend to your concerns appropriately.

Title : \_\_\_\_\_ First name : \_\_\_\_\_ Surname : \_\_\_\_\_

Address : \_\_\_\_\_

Post-code : \_\_\_\_\_

Telephone number(s) : \_\_\_\_\_

Email : \_\_\_\_\_ Date of complaint : \_\_\_\_\_ Time : \_\_\_\_\_

Description of your complaint, with as much specific detail as possible :

If an employee helped complete this form, their name : \_\_\_\_\_

In what form was the complaint submitted (email, in person, letter etc) : \_\_\_\_\_

Unique complaint code\*, **for office use only** : \_\_\_\_\_

\* Manager to create this code with his/her initials and date, e.g. MW-02042015 )

You may submit a complaint electronically: simply email ALL the information requested above through the contact details provided on [www.miltonsjewellers.com](http://www.miltonsjewellers.com)