

CONSUMER COMPLAINT HANDLING MECHANISM

All Service Providers are having their own complaint handling procedure for dealing with consumer complaints. If you have a complaint or dispute which has to be attended by a Service Provider, you should first report to the service provider and obtain a REFERENCE NUMBER about the complaint. After following the complaint handling procedure adopted by the Service Provider, if you are still not satisfied OR if the Service Provider does not respond to your complaint, you can file a complaint with Department of Information Communications Technology (DICT) to review the matter.

Any person who wishes to present a complaint to the DICT regarding any complaint or dispute by a Service Provider is strongly advised to fill in this form in addition to forwarding any complaint letter/document(s). You are further required to demonstrate your efforts to have this complaint resolved by your Service Provider. Make sure your complaint is constructive and includes a brief statement of facts in chronological order and point at the specific issue.

How to make a complaint

- Complaints must be made in writing using the attached consumer complaint review form.
- The form shall be delivered to the address indicated below.
- Attach photocopies of relevant documents (bills, subscription agreements/contracts etc)
- Retain your original documents.
- Annex copies of letters or e-mails sent to the Service Provider to show that all means to resolve the complaint with the operator have been used.
- Explain your complaint clearly stating the facts.
- Consumer complaint review form is available on the DICT website.

If the space provided is insufficient, please continue on a separate sheet of paper. Any separate sheet of paper used should be attached to this form. Having completed the form the complainant shall sign it personally. In case of corporate body, authorized personnel shall sign this form accordingly.

Please note that DICT will respond to your complaint promptly but the outcome will also depend on the nature of complaint and the level of customer care of the Service Provider.

CONTACT DETAILS

Communications Division
Department of Information Communications Technology (DICT)
VICE-PRESIDENT'S OFFICE
P.O. Box 737, Caravelle House, Victoria, Mahe
Republic of Seychelles
Telephone: (248)4286600
Telefax: (248)4225325
E-mail: communications@ict.gov.sc
Website: www.ict.gov.sc

COMPLAINT REVIEW FORM

A. Details of Complainant

1. Title (Mr./Mrs./Ms/Other)

Surname

First Names

2 (a). Account Name (from Bill)

2 (b). Account Number (from Bill)

3. Service Address

4. Contact Details

Mailing Address	
Telephone No:	
Fax No:	
E-mail:	

B. Details of Complaint

1. Type of Service (Fixed/Mobile/Internet/VoIP/Subscription TV/other)

2. Contact Details of the Service Provider

Full Name	
Mailing Address	
Telephone No:	
Fax No:	
E-mail:	

3. Nature of Complaint and indicate remedy sought (service interruption/quality of service/billing dispute/service provision delay/poor Customer Service/ Access to Customer Service/Other)

4. Date of first reporting to the Service Provider

5. Reference number (obtained from the Service Provider)

6. Details of the documents relevant to the complaint (attach photocopies of bills, service level agreement, contract etc....)

7. Present status in resolving the problem by the Service Provider (attach photocopies of letters or e-mails sent to the Service Provider to show that all means to resolve the complaint has been exhausted)

I hereby declare that the information given by me is true and correct.

Signature: _____

Date: _____

Official use only

Complaint received by:

Date

In Person

In Writing

Date Settled:

Signature: