**COMPLAINTS PROTOCOL**

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| **(to be filled in by the customer)**  **Firm / name and address of customer:**  **Identification number (IČ):** (and tax identification number – DIČ) | **Contact person:**  **Phone /fax:**  **Mobile:**  **E-mail:**  **Notes:** |

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| **Complaint issued for the service:**  **Date contract entered into:**  (Date of invoicing)  **Date of the provision of the claimed service:**  **Invoice number:** |

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| **Detailed description of fault:**  **Suggestion for a solution of this issue:** |
| In applying the rights of liability for defects, it is appropriate to attach the proof of the service provision contract.  **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Customer’s Signature**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **( to be filled in by the provider)**  **Date complaint received:**  **Complaint handled by:**  **Provider’s comment:**  **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Provider’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |