



<b>National Consumer Commission</b>	
<b>Form – Complaint- Section 71 (1)</b>	
<b>* Full names of complainant</b>	
<b>* ID/ Registration number of complainant</b>	
<b>Postal Address</b>	
<b>* Physical Address</b>	
	<b>* Province:</b>
	<b>* Municipality:</b>
	<b>* District:</b>
<b>* Cell phone number</b>	
<b>Landline number</b>	
<b>Fax number</b>	
<b>* E-mail address</b>	
<b>* Has the complainant previously filed a complaint with the NCC?</b>	
<b>If so, please provide the reference number</b>	
<b>* Has the complaint been through Alternative</b>	

<b>Dispute Resolution process with ADR agencies ?</b>	
<b>If so, Please provide the supporting documents</b>	
<b>*Nature of complaint</b>	
<b>Name of company (supplier) against whom a complaint is made</b>	
<b>*Address of company against whom complaint is made</b>	
	<b>*Province:</b>
<b>*Company Landline number</b>	
<b>Company Fax number</b>	
<b>*Company E-mail address</b>	
<b>*Short description of complaint</b>	

<b>*Details of steps taken to resolve the complaint</b>	
<b>*List of documents relevant to complaint attached to this form</b>	
<b>*What outcome do you propose for this complaint?</b>	
<b>*Date:</b>	
<b>*Place:</b>	
<b>*Signature:</b>	
<b>Office use only:</b>	
Reference Number	

E-mail to the Commission at: [Complaints@thenc.org.za](mailto:Complaints@thenc.org.za)

## **Guidelines**

1. All fields marked with an \* are **compulsory**
2. If filing a complaint on behalf of a **company/ juristic person**:
  - 2.1. In the ID/ Registration number, it should be the company registration
  - 2.2. Attach proof of financial turnover (Audited financial statement)
3. **Nature of complaint:**

CATEGORY	TICK
Retail	
Motor Vehicles	
Cell phones	
Property	
Financial Services	
Government & Municipalities	
Telecommunications	
Fitness Centres	
Time Share	
Medical Services	
Travel & Tourism	
Education	
Computers & Accessories	
Others (short description)	

4. **\*List of documents relevant to the complaint (must be attached)**
  - 3.1. \*Proof of purchase (receipt/ copy of contract/ offer to purchase)
  - 3.2. Proof of communication with the supplier (copies of email/ documents, phone statement when calls were made)
  - 3.3. Pictures of the defect (if any)

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