

## COMPLAINT FORM

The Construction Industry Council is dedicated to ensuring we deliver our services with utmost professionalism. We encourage our clients to give feedback on services rendered to enable us to improve the quality of our service.

The Council will investigate any complaints in confidence and act on them accordingly. The complaint can be either against the council directly or against a stakeholder of the Council, such as an employee, construction firm, contractor or professional body involved in construction.

If you have any complaints or would like to share with us your concerns, you can complete this form at CIC offices.

Instructions on how to fill the form are found on page 3. Kindly read through them carefully before filling it. The fields marked \* are optional.

### COMPLAINANT (THE PERSON MAKING THE COMPLAINT):

Your Name\*:

Mobile  
number\*:

Country of  
residence\*:

### COMPLAINT (FIRM OR INDIVIDUAL ABOUT WHOM YOU ARE COMPLAINING):

NAME:

If an individual, state position they hold in the organization:

Country:



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..... Your Partner in Infrastructure Development .....

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## INSTRUCTIONS

1. PLEASE PRINT CLEARLY IN DARK INK
2. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL RENDER THE COMPLAINT INVALID
3. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR COMPLAINT
4. PLEASE PROVIDE AS MUCH INFORMATION AS YOU CAN.
5. USE ADDITIONAL PAGES IF REQUIRED
6. PLEASE NOTE ALL FORMS NOT FULLY FILLED OR FILLED WITH INCORRECT INFORMATION WILL RENDER THE COMPLAINT INVALID.
7. MAKE SURE TO ENCLOSE COPIES OF IMPORTANT DOCUMENTS CONCERNING THIS COMPLAINT.

### NOTE:

In order to resolve your complaint we may send a copy of this form to the individual or company about whom you are complaining.

### DECLARATION:

In filling this complaint, I understand that this complaint form is not a lawsuit. I agree that the Construction Industry Council office may use its discretion to determine whether an investigation is warranted, and may need to contact the person/entity I am complaining about. If I have any questions concerning my legal rights or responsibilities, I should contact a private lawyer. The above complaint is true and accurate to the best of my knowledge. I also understand that any false or malicious statements made in this complaint are punishable by laws of Swaziland.

Signature:.....

Date:.....

**Remember to** enclose COPIES of any documentation with regard to this complaint.

**Return to:** Construction Industry Council, Mbabane Ligwalagwala house, JSM Matsebula Street Queensgate, Mbabane.