

**THE CIVIL AVIATION (PROCEDURES FOR COMPLAINTS HANDLING) RULES, 2008**

*Made under r. 9(3)*

**COMPLAINT FORM**

<b>For Authority's Use Only</b>	
<b>Complaint No.....of.....</b>	
_____ vs. _____	
<b>Complainant</b>	<b>Respondent</b>

- USE CAPITAL LETTERS TO PRINT
- USE A SEPARATE SHEET IF NECESSARY

**A: PARTICULARS**

**EITHER**

**Physical Person:**

Name \_\_\_\_\_ of \_\_\_\_\_ Complainant \_\_\_\_\_ (surname, \_\_\_\_\_ first \_\_\_\_\_ name):  
Sex: \_\_\_\_\_  
Address: \_\_\_\_\_  
Profession: \_\_\_\_\_  
Nationality: \_\_\_\_\_  
Date of birth: \_\_\_\_\_

**OR**

**Legal Person:**

Name of Complainant: \_\_\_\_\_  
Status (e.g. limited liability company/body corporate/association etc) \_\_\_\_\_  
Physical Address: \_\_\_\_\_  
Who is representing: \_\_\_\_\_  
Name of the person signing the complaint and his status: \_\_\_\_\_  
Name of the respondent: \_\_\_\_\_

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

**B: NATURE/FACTS OF THE COMPLAINT**  
(State the complete description of the complaint precisely and concisely; include copies of all relevant documents)

\_\_\_\_\_  
\_\_\_\_\_

If known, the reference to specific laws, regulation, concession contracts, licences, codes or norms which were supposedly infringed.

\_\_\_\_\_  
\_\_\_\_\_

**C: EVIDENCE THAT THE COMPLAINANT HAS SUBMITTED THE COMPLAINT TO THE REGULATED SUPPLIER AND THAT AVENUES WHICH COULD SOLVE THE PROBLEM WERE EXHAUSTED ACCORDING TO THE REGULATED SUPPLIER'S PROCEDURES**

\_\_\_\_\_  
\_\_\_\_\_

**D: DESCRIPTION OF THE RESPONSE OR REMEDY WHICH THE REGULATED SUPPLIER IN QUESTION HAS MADE OR OFFERED**

\_\_\_\_\_  
\_\_\_\_\_

**E: DESCRIPTION OF THE REMEDY OR REMEDIES DESIRED**

\_\_\_\_\_  
\_\_\_\_\_

**F:** I hereby declare that all the facts and information given in the application are correct to the best of my knowledge.

Presented for filing this \_\_\_\_\_ day of \_\_\_\_\_ year \_\_\_\_\_

\_\_\_\_\_  
**SIGNATURE OF THE COMPLAINT(S)**

**For Registrar's Use Only**

Date Received: \_\_\_\_\_ File No. \_\_\_\_\_

Date Resolved: \_\_\_\_\_

