

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

Made under r. 9(3)

COMPLAINT FORM

For Authority's Use Only	
Complaint No.....of.....	
_____	_____
Complainant	Respondent

- ➔ 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: _____

