



# Complaint Lodgment Form

Please send completed Complaint Lodgment Forms to:

Australia - illion Complaints Handling Council - PO Box 7405, St Kilda Road - Melbourne VIC 3004 OR Fax 03 9828 3447

New Zealand - illion Complaints Handling Council New Zealand - PO Box 9589, Newmarket - Auckland OR Fax 09 309 2050

## Your details

\* = Required field

Full name*		Organisation	
Home phone*		Mobile phone*	
Address*		Town/City*	
State (AU only)		Postcode*	

## Complaint details

Please attach further pages if required

Department*	Sales and Marketing: Business Directories Sales and Marketing lists Customer & Prospect analysis Procurement & Supplier management Commercial Credit Services Consumer Credit Services Country Risk Services	Trade Information Services Commercial Debt Collections Consumer Debt Collections Identity Verification: Search & Locate Identi-Check RecoNexus
Product or Service*		
Nature of complaint*		
Staff member(s) involved*		

## Terms & Conditions

Please tick box and sign below to agree to Terms and Conditions:

I understand that by signing this form I am stating that the information supplied by myself is a true and correct representation of the events that have occurred that have prompted this complaint. I understand that the information I supply will be used by Dun & Bradstreet (Australia) Pty Ltd or Dun & Bradstreet (New Zealand) Ltd to investigate and resolve the complaint. The information will be used in accordance with relevant legislation.

Signature*		Date	
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## Office use only

Date received		Resolution date	
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