



KEBS PVoC-CUSTOMER COMPLAINT DETAILS FORM

Instructions:

1. Please type or print in black ink
2. A copy of this complaint will be provided to the person or firm you are complaining against
3. Explain the problem in detail; include all important information such as dates, places, letters/ e-mails etc that may support your complaint. Attach an additional sheet to explain the problem, if necessary.
4. Please complete the form and return it to Kenya Bureau of Standards either through e-mail (pvoc@kebs.org) or Postal addresses, P.O. Box 54974, Code 00200, Nairobi, Kenya.

DATE.....
 CUSTOMER'S NAME.....
 ORGANIZATION.....
 ADDRESS.....
 TELEPHONE.....
 E-MAIL.....
 IDF NO.....
 PRODUCT DESCRIPTION.....

Fill in where applicable

1. Briefly describe the nature of the complaint.....

2. Has the complaint been submitted to PVoC agent's local office or Contract Management Office in Nairobi?
YES
NO
 If Yes, Give date and Place of submission.....
3. Has the Request for Certification (RFC) been submitted to PVoC Agent?
YES
NO



If Yes, Give date of submission.....

4. Has the RFC been acknowledged by the PVoC Agent?

YES []
NO []

If Yes, Give date of acknowledgement.....

5. Did the PVoC Agent request for additional quality documents?

YES []
NO []

If Yes, List the quality documents requested and state whether they have been submitted to the Agent.....

.....
.....
.....
.....
.....

6. If number 5 above is No, then have you accepted to pay inspection fees?

YES []
NO []

If No, give reasons.....

7. Have you paid inspection fees?

YES []
NO []

If No, Give reason.....

8. If number 7 above is yes, has inspection been scheduled?

YES []
NO []

9. Has inspection been conducted?

YES []
NO []



10. If number 9 above is yes, what is the outcome of the inspection?

SATISFACTORY []
UN SATISFACTORY []

If unsatisfactory, give details of non-compliances.....
.....

11. Is laboratory testing required?

YES []
NO []

12. If number 11 above is yes, has testing been conducted?

YES []
NO []

If No, Give your reasons.....
.....

13. If number 12 above is yes, did the product comply?

YES []
NO []

If No, Give details of non-conformances.....
.....

14. Have the exporter submitted final invoice?

YES []
NO []

If No, Give your reasons.....
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