

## Complaint Form

Items marked with \* are mandatory.

Name & Surname*	
ID. No.*	
Address*	
Tel.*	
Mobile	
Email Address*	
Name of Trader or Trading Company*	
Address of Trader or Trading Company*	
Tel. No. of Trader or Trading Company*	
Type of Product or Service purchased from Trader*	
Amount Paid*	
Date of Purchase*	
How the product /service was purchased* (tel. / internet / doorstep / at trader's premises)	
Response of Trader* (Prior to the submission of this form the trader must first be contacted to know his response to your requests).	

Further details of complaint	
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**Declaration in line with the Data Protection Act:** In submitting this form I hereby give my consent to the Complaints and Conciliation Directorate, within the MCAA, to use the information I am submitting to it, as may be deemed fit, solely for the purpose of assisting me in terms of the Consumer Affairs Act, Cap. 378 of the Laws of Malta. I am aware that this may require the disclosure of my name, address and details relating to my complaint to the trader involved in my case.

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