



Dear Sir/Madam,

You wish to inform us of an issue encountered. This document allows you to submit a complaint. Your complaint will be carefully reviewed and a response will be provided to you as soon as possible.

1. Complainant details

| | |
|-----------|--|
| Full name | |
| E-mail | |
| Phone | |
| Class | |

2. Subject of the complaint

I encountered a problem with:

- Website Service Reception Documentation
 Product Information provided Other, please specify: _____

3. Description of the facts

Please describe the facts: what happened, when, where, and any relevant references.

| |
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| |
|--|

4. Date and signature

| | |
|-------------------------------|------------|
| Date: ____ / ____ / 20____ | Signature: |
|-------------------------------|------------|

Please send the completed complaint form by email to: reclamation@nedco.com.tn or submit it at reception to the Integrated Management System Manager (RSMI).