

YOUR NAME	
YOUR ADDRESS	
TEL NUMBERS	HOME: WORK: MOBILE:
EMAIL ADDRESS	
NAME OF OPERATOR	
OPERATOR NUMBER	
DATE SERVICE USED	
OUTLINE THE SERVICE YOU REQUESTED	
DETAILED REASON FOR COMPLAINT	
HAS THE OPERATOR MADE ANY EFFORT TO RECTIFY YOUR COMPLAINT?	YES / NO

WHAT WOULD YOU LIKE THE OPERATOR TO DO TO ADDRESS YOUR COMPLAINT?	
DETAIL ANY OTHER INFORMATION TO ASSIST US WITH YOUR COMPLAINT	
YOUR SIGNATURE	
TODAY'S DATE	
LEGAL INFO	<p>At present, the NMAVG does not offer an arbitration service so our decision on any complaint will be final. If we accept a complaint as warranted, we have no legal right to enforce any financial penalty on an Operator or enter into any legal proceedings on your behalf. The NMAVG does not accept responsibility for any loss suffered by a Consumer through using a NMAVG Member, regardless of whether a complaint lodged is warranted or otherwise.</p> <p>It is a practical impossibility for the NMAVG to constantly monitor if members have maintained their required insurance policies. It is the responsibility of the Consumer to check with the Operator at the time of booking that they hold valid insurance cover necessary to facilitate their service.</p> <p>By signing this complaint form, you understand and accept the above terms.</p>