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Medical Aid Society
 Reliable. Efficient. Dependable

CUSTOMER COMPLAINT FORM

CUSTOMER DETAILS

First Name	Surname	Membership Number
Email		Contact Number

COMPLAINT

Nature of Complaint	
Brief Description of Complaint	
Basis of Complaint	
Magnitude of damage claimed by the client (if any)	
Service/Service/department to which the complaint refers	
Employee Name	Employee Organisational Unit
Date of Receipt of Complaint	Date of Registration of Complaint

MASCA's WRITTEN RESPONSE

Brief
Date

CLIENT CORRESPONDENCE WITH MASCA

1.
2.
3.