

CUSTOMER COMPLAINT/COMPLIMENT FORM

Dear Our Esteemed Customer,

We would like to thank you for choosing us as your preferred Bank. At BRAC Uganda Bank Ltd, service with excellence is what we look forward to while serving our customers. We can achieve this when you share your experience with us by filling this form, and hand over to the customer service advisor or Branch Manager of the respective branch.

Customer Name: Branch:
 Account Number: Date:
 Telephone Contact(s): Address:
 Email:
 Name of staff Member(s) where applicable:.....
 Detail:

In case the space provided above is not sufficient, you are free to use additional paper and attach or write overleaf.

Any suggestions/action you would propose in relation to the feedback/complain

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Please provide any relevant documentation in support of complaint/compliment (If applicable)

Signature:

FOR OFFICIAL USE ONLY

Action taken:

Date of complaint resolution:

Reviewer:

Sign: