

## CUSTOMER COMPLAINT/ COMPLIMENT FORM

Kasitoma waiffe omugonzi,  
Twendha okwebaza olwo' kulonda iffe nga Bank esingayo. Ku BRAC Uganda Bank LTD,  
empereza eyo'mulembe jjetusinga okulingiliranga tuwereza bakasitoma baiffe. Tusobola okutuuka  
kukiino nga oggabana byotubitamu, niffe nga oidhuza olupapula luno. Era bwomaliliza, luweyo eri  
omubudhabudhi wa'bakasitoma oba kabudodwa( manager) wo' lusagalwo.

Amaina ggakasitoma: ..... Olusaga: .....  
Namba yo'mukandala: ..... Enakku Dhomwezi: .....  
Number yeisimu: ..... Address: .....  
Email: .....

Amaina go'mukozi wa'bank Wekisanire,  
Ebimuggemaku:

Singa eibanga lyetuleseewo waigulu tilimala, kozesa olupapula olundhi oluggaite kuluno.  
Bwoba olina ekiteso kyonakyona kyoyendha okwogeraku nga kigemagana kubiiri-ku-lupapula  
luno wandhika wano;

Tusabba oweyo empapula dhonadhona okuwanirira ebiiri ku-lupapula luno.(Wekisanire).

Takku omukuno: .....

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Action taken:

Date of complaint resolution:

Reviewer:

Sign: