



victor buck services
shaping information

Customer complaint form

Customer focus and satisfaction are one of the foundations on which Victor Buck Services (VBS) built its business. Should you have any persistent major concern or issue with the way VBS supports your business, you can log a complaint through this form. For standard services request and queries, please refer to the service Desk

Please return the completed form and associated evidences to VBS by e-mail at complaint@victorbuckservices.com. An acknowledgement receipt will be sent to you in the 10 next business days. If it is not the case, please escalate it to the next VBS reporting line.

VBS will treat each and every complaint with due care, equity and propose the best solution possible.

Identification of the complainant

First Name		Last Name	
Company			
Title			
Email			
Phone		Fax	
Postal Address			

Description of the complaint

--

Complainant signature:

VBS response

Complaint ID	
Date of receipt	
Owner (including contact details)	
VBS Response	

VBS Signature: