


From:	ALPHA LEASING ROMANIA 
In attn. of: General Manager Date:	ALR Registration no.:

Complaint and Suggestion Registry Form

Purpose of your complaint:

- complain about our product quality;
- complain about our service(s);
- suggestion(s) to Alpha Leasing.

Reason(s) and causes(s) for your complaint:

Proper resolution in your viewpoint:

Complainant Information

Name:		Mobile Phone:	
Company:		Post Code:	
City:		Time(s) of Complain:	
Fax:		Signature:	
E-mail:			

Our treatment on complaint(s):

1. Keep the complainant information confidential. The nameless complaint(s) is (are) also allowed, on which we will pay the same attention.
2. All complaints are recorded in detail and reported immediately to the management in order to be carefully analyzed. The management of ALR expresses his sincere intention to assist and solve any problem that might arise from our collaboration.

Our attitude to complaint(s):

1. Welcomed

The complainant is welcomed to state his / her dissatisfaction, so that we can improve to our best.

2. Appreciative

We really appreciate the complainant for his / her trust and help. Their comments and suggestions are the best motive for us to improve.

3. Sincere treatment

We will sincerely face the matters, and not evade and cover our liabilities. We are committed to solve the problems efficiently and improve our service quality in manner of drawing lessons consistently and nipping in the bud.

Alpha Leasing Romania would like to thank you for your feedback in solving any complaint that might arise during our collaboration.