

Complaints Form

Instructions for using this form

If you wish to lodge a complaint regarding any action, inaction or behaviour of Agora Retail please use this form.

If you have a contract with Agora Retail and you wish to trigger a dispute under that contract with Agora Retail you should first be raise the matter with your Account Manager. Otherwise, please ensure that your copy with the terms of the contract when triggering a dispute in writing. You may use this form, citing the relevant contract provisions in the details, to outline your complaint.

Please send completed forms and any documents that will assist in the resolution of your complaint to:

General Manager Level 8, 10 Queen Street Melbourne VICTORIA 3000 enquiries@agoraretail.com.au Phone: (03) 9614 8489 Fax: (03) 9614 3786	OR	General Manager Suite 1, 160 Newcastle Street Perth WA 6000 enquiries@agoraretail.com.au Phone: (08) 9228 1930 Fax: (08) 9228 1932
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Your details

Name: _____

Organisation: _____

Business Address: _____ Postcode: _____

Postal Address*: _____ Postcode: _____

Email Address*: _____

Phone Number: _____ Mobile: _____

Preferred means of general contact (please select): Phone Email Post

Preferred means of written contact (please select): Email Post

If no preferred form of contact is provided communication in relation to this complaint will be by email.

Information about your complaint

Please provide the location, address, service or contract your complaint relates to

Please provide a brief description of your complaint

Have you had any previous discussions with Agora Retail personnel regarding your complaint? If yes, please indicate who this discussion was with and provide a brief outline of those discussions.

Is there a particular resolution you are seeking? If so, please provide details.

If you wish you may add additional information or comments below

Please note that any complaint raised with Agora Retail will be treated in confidence, in a fair manner and with courtesy. Your privacy will be maintained at all times in accordance with our Privacy Policy, which is available in short form on our website.