

Customer Complaint Form

Registered customer Name Apartment Registered Mobile Registered Email Date DD\MM\YYY	A O B C D E F
Nature of Complaint	
High Consumption	
Inspection for the same.	Low Cooling
Despite keeping a temperature at low and having my AC serviced & filters cleaned the cooling in the apartment is still not sufficient. I would like to request an inspection for supply of district cooling water to my apartment.	
Incorrect Billing	
I believe my bill for the month of _	is incorrect and would like a review for the same.
Online Payment Not Reflecting I have made a payment of AED online using my Credit/Debit card ending with on the DD \MM\YYYY and my payment was successful however the same is not reflecting against my account.	
0	Bank Transfer
I have transferred an amount of AED on DD \MM \YYYY against apartment number through bank however the same is not reflecting against my account.	
0	Bill Allocation
I have paid an amount of AED on DD \MM \YYYY against apartment number using Cash\Credit Card\Online however the amount needs to be reallocated to apartment number	
I understand that the resolution of the above made complaint is subject to Alpha Utilities Management Policies & Procedures and that It may take up to 48 working hours for a resolution.	
	Complaint Received By: