

Previous contact

Where possible, please provide names and times of discussions held with Horizon Power people:

What was the result of your discussions?

Please provide details of the outcome or further course of action:

Your expectation

Please indicate what you would like to see happen to resolve your complaint or improve our service in the future:

Signed: _____

Date: / /

Thank you for your valuable feedback. Please return this completed form by Fax: (08) 9218 5166, or by post in the Reply Paid envelope provided. We will provide you with a written acknowledgement within 10 working days. In the meantime, should you have any further queries whilst your complaint is being processed, please do not hesitate to contact Horizon Power on 1800 267 926.

FOR HORIZON POWER USE			
Date received:	/	/	
Acknowledgement		Reply	
Due Date:	/	/	Due Date: / /
Date Sent:	/	/	Date Sent: / /
DMS#:		DMS#:	
Prepared by:		Prepared by:	