



COMPETITION AND FAIR TRADING COMMISSION  
**CONSUMER COMPLAINT FORM**

1. YOUR INFORMATION
<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss. <input type="checkbox"/> Ms. <input type="checkbox"/> Dr.
Name _____
Address _____ _____
Age
A. Less than 20
B. 21-30
C. 31-40
D. 41-50
E. 51-60
F. Over 60
Phone _____
E-mail _____
Occupation _____
Nationality _____

2. WHO IS YOUR COMPLAINT AGAINST?
Name/Firm _____ _____
Address _____ _____
Phone _____
Email _____
Website _____
• Person you dealt with _____
• When did transaction take place _____
• Date _____

**3. INFORMATION ABOUT THE TRANSACTION.**

- Date of Transaction or event:
- Did you sign a contract? \_\_\_\_\_ If Yes, attach a copy or receipt.
- Name of a product or Service involved \_\_\_\_\_
- Amount Paid \_\_\_\_\_

**4. RESOLUTION SOUGHT**

- What would you consider a satisfactory resolution to this matter?  
 (A) Refund  (C) Service Performed  
 (B) Product Delivery/ Exchange  (D) Other \_\_\_\_\_
- If you are seeking a refund, please state amount in Kwacha. \_\_\_\_\_
- I am not seeking a resolution to this matter but I am filing a complaint for reporting purposes

**5. ACTION YOU HAVE TAKEN**

- Have you complained to the business or organisation?  
(Yes)  (No)
- If yes, attach a copy of the complaint.
- How did you lodge the complaint?  (A) Through E-mail  
 (B) By Telephone  
 (C) In Person
- Date of Complaint \_\_\_\_\_ Person Contacted \_\_\_\_\_
- Action taken/ response: \_\_\_\_\_
- Have you complained to another agency?  (Yes)  (No)  
If Yes, which agency \_\_\_\_\_ and when \_\_\_\_\_  
What Action was taken \_\_\_\_\_.
- Have you contacted a private lawyer  (A) Yes  (B) No  
Have you started a court action  (A) Yes  (B) No  
  
If yes, attach court document





**SEND COMPLETED FORMS TO:**

The Executive Director, Competition and Fair Trading Commission, New Golden Peacock Office Complex, Private Bag 332, Lilongwe. Phone: 0310001440/0310001441; Email: competitioncommission@cftc.mw / consumer@cftc.mw; Website: www.cftc.mw

**WHAT WILL HAPPEN NOW?**

The Competition and Fair Trading Commission will assess the complaint and launch an investigation if there is reasonable suspicion of a possible violation of the Competition and Fair Trading Act or the Consumer Protection Act.

**7. FOR OFFICIAL USE ONLY**

**PART A**

**Complaint Registered by:** -----

**Signature:** -----

- Method of lodging a complaint: \_\_\_\_\_

**PART B PROPOSED ACTION:**

After a preliminary analysis and desk review of the complaint, there is a suspected violation of section \_\_\_\_\_ of the CFTA and section \_\_\_\_\_ of the CPA. In view of this, the following action is recommended;

- (A) Launch investigations on suspected violating the CFTC and CPA
- (B) Request more information from complainant or any other parties.
- (C) Refer to other agencies
- (D) Recommend dismissal at the case due to insufficient evidence or lack of merit.

**Case Officer:** -----

**Signature:** -----

**Recommended by:** -----

**DIRECTOR OF CONSUMER AFFAIRS**

**Signature** : -----

**Date** : -----

**PART C**

In terms of section 8 (2)( a) of the CFTA, I hereby authorize Officers of the Commission to take the following actions.

- (1) Investigate the complaint
- (2) Dismiss the complaint at preliminary stage due to insufficient evidence or lack of merit

Refer the complaint to another agency

**Decision Made by:** -----

**Executive Director**

**Signature:** -----

**Date:** -----