



JEWELLERY
COUNCIL
SOUTH
AFRICA

COMPLAINT'S FORM

Date:	
Company name against whom you wish to lay a complaint:	
Area in which this company is:	
Your name and surname:	
Contact number:	
Email Address:	
Details of complaint: (Please utilise dates and state what has happened from the beginning until the time you have decided to lodge the complaint)	

What would you like the JCSA to negotiate on your behalf for e.g.: refund, repair, replace etc.	
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Please attach any receipts/invoices/photographs to the complaint.

Kindly note that we will confirm receipt of your complaint once we have received this. Should a jewellery piece need to be evaluated by an independent party, this will be for your own cost.

Members are provided ten working days to revert back, once we have received a response from them we will revert back to you with feedback.

Signature: _____

Date: _____