

Form for feedback from client

Thank you for being open enough to share your heart with us. Your feedback brings the IC growth.

I.....are happy/not happy  
with.....  
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Form for Response from the IC

Thank you for being open enough to share your heart with us. Your feedback brings the IC growth.

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Client

Satisfied/Not satisfied by the response. Signature ..... Date.....

Suggestion when not happy with the response.....

IC Secretary: Signature.....Date.....

Alternatively, lodge in complaint online (<https://ncbszambia.org>) and look out for your response in the next three working days

Where the IC cannot handle the matter, the matter is handed to ACC.