

GRID Finance – Complaint Form

See the entire process here : <https://www.gridfinance.ie/complaints-policy/>

Complete the form attached or you can complete the process verbally by contacting us on 01-5312424

Client type: _____

Client profile name: _____

Client profile email address: _____

Subject of complaint: _____

Detailed explanation: [Outline in a maximum of 1000 words the nature of the complaint, who has dealt with the issue so far and a timeline of when the issue emerged and key actions taken to resolve it so far by customer care]

Expected Resolution: [Outline clearly how you expect the complaint to be resolved]

Resolution timeframe: [Outline when you expect the problem to be resolved]

Communication: [Outline how you would like us to communicate with you about your complaint]

Sign and Date: [Date and sign the complaint in writing or electronically]
