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		Issue Date: 01/01/2022
	<b>Customer Complaint Form</b> (NBRO/LRRMD/IB/FM/CC)	Revision No: --
		Revision Date: --

\*Please write clearly or type

**Office Use Only**

Complaint No.: .....

**Details of the complainant :**

Name			
Designation and Institution if complaining on behalf			
Postal Address			
Telephone No.		Fax No.	
Email Address			

**Details of the service obtained:**

District Office of the NBRO from which the service was obtained	
Job accepted date by the District office	
Report issued date	
Inspection report number	

**What is your complaint relevant to:**

Customer communication		Service costs and charges	
Service delays		Conduct of officers	
biases or lack of transparency in inspections/decisions		Content of the report	
Other (specify)			


**Please explain your complaint in detail:**

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Approved By: Director

Issued by: Technical Manager/Quality Manager

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		Issue Date: 01/01/2022
	<b>Customer Complaint Form</b> (NBRO/LRRMD/IB/FM/CC)	Revision No: --
		Revision Date: --

As a result of making this complaint, what is the desired outcome/solution you would like?

Signature of the Complainant: ..... Date: .....

Address for directing your complaint & NBRO Contact Details	
	Head Office : Director, Landslide Research & Risk Management Division, National Building Research Organisation, 99/1, Jawatta Road, Colombo 05.
	Telephone : (011) 2588946, 2503826, 2500354, 2503431 (ext:625 / 626)
	Fax : (011) 2589943, 2502611
	Email : nbro.lrrmd@yahoo.com, nbro@sltnet.lk
	Website : www.nbro.gov.lk