

COMPLAINT BOOK				COMPLAINT SHEET	
DATE:				No. -	
PROVIDER: TRAVEL AND SERVICE DAVID COFFEE TOURS EIRL					
TAX ID (RUC): 20564012450					
ADDRESS: PROLONG. VILCABAMBA MZA. E LOTE. 6 (FRONT OF CLARO ANTENNA) CUSCO - LA CONVENCION - SANTA ANA					
1. IDENTIFICATION OF THE COMPLAINING CONSUMER					
NAME:					
NATIONAL ID / FOREIGN ID No.:					
ADDRESS:					
PHONE No.		E-MAIL:			
IF A MINOR, NAME OF FATHER, MOTHER OR LEGAL GUARDIAN:					
2. IDENTIFICATION OF THE CONTRACTED GOOD					
PRODUCT		AMOUNT CLAIMED:			
SERVICE		DESCRIPTION:			
3. DETAILS OF THE COMPLAINT AND CONSUMER'S REQUEST			COMPLAINT ¹		GRIEVANCE ²
DETAILS:					
REQUEST:					
					CONSUMER'S SIGNATURE
4. OBSERVATIONS AND ACTIONS TAKEN BY THE PROVIDER					
DATE RESPONSE COMMUNICATED:					
					PROVIDER'S SIGNATURE
¹ COMPLAINT: Dissatisfaction related to the products or services.			² GRIEVANCE: Dissatisfaction not related to the products or services; or, discomfort or dissatisfaction regarding customer service.		
VIRTUAL COMPLAINT SHEET					

* Filing a complaint or grievance does not prevent the consumer from pursuing other means of dispute resolution, nor is it a prerequisite for filing a claim with INDECOPI.

* The provider must respond to the complaint or grievance within a maximum, non-extendable period of fifteen (15) business days.