



**ASSOCIATION OF SOUTH AFRICAN TRAVEL AGENTS  
COMPLAINTS LODGE FORM**

**PLEASE NOTE**

ASATA is a voluntary, non-profit travel trade association and not a legal body or a Board. After having investigated a complaint, ASATA will offer an opinion on the matter under dispute, and in certain cases may recommend a course of action. Whilst ASATA has within its own Code of Conduct, internal measures to deal with legally proven cases of fraud and/or negligence, we are not in a position to take any matter into the legal arena on behalf of a member of the public. Please note that it is always your prerogative whether or not, at the end of our investigations and having offered our opinion, you obtain your own independent legal advice in the matter.

**1. I, the undersigned, .....**

**(Full Names)**

**of .....**

.....

.....

**(Full Address)**

**Tel Number .....**

**Fax Number .....**

**Email .....**

**Do hereby lay a complaint against:**

.....  
.....  
.....  
.....  
.....  
.....

**(Full names and address of the travel agency concerned)**

**on the grounds that I feel aggrieved by the acts, and / or omissions, of such travel agent.**

**2. Contact person/s at company against which the complaint is being laid:**

.....  
.....  
.....

**3. I herewith furnish a full (yet succinct) description of the details of the conduct complained of as follows:**

.....  
.....  
.....  
.....  
.....  
.....

**(Use such additional sheets as may be necessary)**

**4. Date of the intended departure:** .....

**Date of intended return (if applicable):** .....

**5. In support of this complaint I attach hereto copies of the following documentation or correspondence, namely:**

- Booking form**
- E-ticket copies**
- Accommodation vouchers**
- Car Hire vouchers**
- Correspondence**
- Other**

**6. Other documentation furnished is listed below:**

.....  
.....  
.....  
.....  
.....  
.....

**7. Number of pages attached:**

.....

**Dated and signed at .....** on this the ..... **day of**  
..... **20**.....

.....

.....

**Complainant Signature**

**Complainant Name**