



## Tourist Complaint & Opinion Form

Office.....  
Rec'd ..xx/xxxx.....  
Date .....xx/xx/xx.....

Please provide the details about the complaint/opinion/compliment in full together with any related documentation/evidence so to conduct the process, which will be to the advantage of the complainant/person providing the opinion and to the operations of the responsible agency/officials as well as compile statistics regarding the complaints to be a way for initiating preventive measures and solutions.

☐ Complaint and Requires Assistance ☐ Complaint but Does Not Want a Reply ☐ Provide an Opinion/a Compliment

Channel of Communication ☐ Letter ☐ E-mail ☐ Telephone ☐ Fax ☐ Online ☐ 1111  
☐ Travel to lodge the complaint by themselves

### Complainant's Information

Name ..... Nationality .....  
E-mail ..... Tel. No. .... Fax .....  
Contact Address .....

### Person or Agency Being Complained / Needing Improvement / Being Complimented

Name ..... Office/Agency.....  
Date of Contact (e.g. Date of Reservation/Payment/Purchase/Service/Incident) .....  
Contact Location/Incident Location ..... Province ..... Country.....

### Subject of the Complaint / Opinion / Compliment (Please ✓ in the appropriate box.)

☐ Transportation: ☐ Coach ☐ Tour Bus ☐ Van ☐ Train ☐ BTS / MRT  
☐ Plane ☐ Boat ☐ Taxi/Samlo ☐ Other .....

☐ Accommodation: ☐ Hotel ☐ Resort ☐ Bungalow ☐ Guesthouse  
☐ Homestay ☐ Rented house ☐ Other .....

☐ Tour Service: ☐ Buy a Package Tour ☐ Ticket Reservation ☐ Accommodation Reservation  
☐ Tour Guide ☐ Other .....

☐ Rental Vehicle / Equipment:  
☐ Bus ☐ Car ☐ Van ☐ Chairlift ☐ Boat / Raft  
☐ Bicycle ☐ Motorcycle ☐ Jet Ski ☐ Other .....

☐ Services:  
☐ Hotel ☐ Restaurant ☐ Food Centre ☐ Spa / Massage shop  
☐ Shop selling beverage ☐ Entertainment Venue ☐ Other.....

☐ Purchased Goods:  
☐ Department Store ☐ Shop ☐ Modern Trade Centre  
☐ Convenience Store ☐ Souvenir Shop ☐ Other .....

☐ Tourist Attraction:  
☐ Management ☐ Garbage ☐ Sewerage ☐ Other .....

☐ Government Office:  
☐ Working System ☐ Officials Service ☐ Other .....

☐ TAT Office:  
☐ Tourist Information ☐ Marketing Information ☐ TAT Activity / Project  
☐ TAT Staff ☐ TAT Procurement ☐ Trade Show / Roadshow ☐ Other .....

☐ Other:  
☐ Accident ☐ Property / Robbery ☐ Assault  
☐ Animal Abuse ☐ Other .....

### Complaint Issue

- ☐ Deception (e.g. taken to a shop that do not need to; propose a special right that is false information.)
- ☐ Fraud (e.g. giving an inadequate amount of monetary change; higher amount of damages.)
- ☐ Exploitation (e.g. requesting for storage fees; higher service charge.)
- ☐ Products/services are not the standard as specified by the responsible agency are dangerous to health.
- ☐ The agency's system is inefficient (e.g. request for copies of documentation and ask for fees without a clear scale of fees.)
- ☐ Officials are impolite / have no knowledge / cannot communicate effectively / work inefficiently (e.g. slow; make documents incorrect, etc.) / are dishonest
- ☐ Steal property / belongings (Please state the type) .....
- ☐ Environment (e.g. sewerage / bad odour / garbage)
- ☐ Animal Abuse
- ☐ Other .....

### Summary of the Complaint / Opinion

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### (Attachments)

#### Attached documentation / evidence

- ☐ Receipt / reservation evidence / ticket / cancellation of the booking / other related documentation or evidence.
- ☐ Registration of the vehicle / boat / other items related to the incident.
- ☐ Photographs relating to the incident / location of the incident.
- ☐ Copies of passport of the complainant to further the legal process.
- ☐ Other related evidence (e.g. report / medical certificate or report).....
- ☐ Not necessary to provide documentation / evidence for comments / suggestions.

☐ I have read and accepted the Privacy Notice (see the attachment). I consent to the Tourism Authority of Thailand (TAT) processing my personal data, which includes to disclose and transfer outside the European Economic Area ("EEA") to TAT in Thailand and / or to other relevant organisations with the view of achieving my purpose as stated above.

I understand that I am free to withdraw my consent at any time in writing by e-mail.

Complainant/Person providing the opinion

Signature .....

(.....)

Official Use

Proposed by .....

Signed by ...../.....

Chief / Director