Ref Number _____ (*for Office Use Only)*

Date Registered_____ (*for Office Use Only)*

Consumer Dispute Resolution Form

The RMI is an Alternate Dispute Resolution agent and attempts to reach amicable mediated resolution to disputes in a manner that is cost effective for both parties concerned. The ADR process is non-legal and therefore no legal representation is allowed. For these services, the RMI charges a once off non-refundable administration fee of **R285.00** ***(please use your name followed by RMICPT as reference)***. If during the process a ***technical inspection*** is required, the costs of these services will be for the Complainant's account and start from approximately **R550.00** per written report and **R550.00** per oil analysis report. The prices quoted are excluding VAT.

Please take note of the following:

- All documents must be completed in black ink.
- Be concise in Sections C and D.
- Include **copies** of all supporting documents such as contracts, invoices, statements and receipts.
- Provide as much detail as possible.
- Banking Details: RMI, Standard Bank Randburg, Branch Code 0180050, Acc No 021670013
- Fax proof of payment together with the completed forms to **Jan Schoeman on 086 513 7315.**
- *Please be advised that the investigation into your complaint could be timeous as all avenues of the complaint must be investigated and will only be reported on completion.*

A. Complainant Details

Name

Contact address

Telephone (Work) ( )

Telephone (Home) ( )

E-Mail

Cell

Fax ( )

B. Details of the Dealer

RMI Member Yes/No

Company/Dealer Name

Physical address

Telephone number ( )

Fax ( )

C. Did you discuss the concerns with senior management of the business before referring to this office?

If yes, why have you referred this complaint to the RMI?

D. Details of Complaint

E. Please let us know what you believe would be an equitable resolution to the problem.

_____

_____

_____

_____

_____

_____

F. Who referred you to the RMI

_____

G. Particulars of the vehicle

Make	_____
Year model	_____
Engine number	_____
Chassis/VIN Number	_____
Registration number	_____
Current kilometres	_____
Kilometres since last repair	_____
Date of last service/repair	
Please produce the service book to substantiate	_____
Is the vehicle under warranty?	_____
Is this vehicle used for business or private use?	_____
Number of drivers using the vehicle	_____
Where is the vehicle used: On tarred roads or dirt roads?	_____

NB:

- The RMI prefers that all contact be in writing for everyone's protection. This is also to ensure the RMI'S impartiality.

I hereby declare that all information is correct.

Complainant Signature _____

Date _____