



Dolphin Energy Management System
Customer Complaint Form

Doc. No.: DEMS-CO-MC-SLM-FM-001
Rev.: 0, 31-Jan-2022

Thank you for taking the time to inform us of your concern. We value your feedback and will keep you updated as we work towards a solution.

To help us, please provide details of the issue, steps taken and the events that lead to this problem. Please then submit your complaint using the email address below. Our dedicated focal point will be in touch with you shortly after.

Customer Name		Date	
Complaint details			
Suggestions for Resolution:			
Person to be contacted for follow up and any additional clarification:			
Name		Designation	
Phone number		Email	

Please send the completed form to the following email: **customercare@dolphinenergy.com**. Please note, this email is only to be used to manage customer complaints.

For any supplier/vendor registration issues please contact: **uae-pnc-ariba@dolphinenergy.com / qa-pnc-ariba@dolphinenergy.com**

Signature: _____

Name & designation:

_____ Please do not write below this line

To be completed by Dolphin Energy Limited

Complaint Ref No. _____

Focal Point & Dept. _____