



COMPLAINT FORM

All personal details remain CONFIDENTIAL

Complaints will be acknowledged within 7 days and resolution within 60 days

Date of Complaint:

No	Description	Enter Here
1.	Name of Person Making Complaint: Mr, Mrs, Miss, Ms, Dr, Prof	
2.	Physical/Postal Address	
3.	Email Address	
4.	Contact Phone Number(s)	
5.	Name of Respondent (person against whom the complaint is Lodged)	
6.	Address of the respondent	
7.	Complaint Details	
What is the subject of your complaint		
Date:		Time:
Location of Incident		
a) Summary of Complaint:		

Details of damage/loss:

Relief/Remedy Sought:

8. Signature

Attach on this complaint form the following documents

- 1) *All correspondence with the respondent (clearly showing dates);*
- 2) *Copies of forms that were filled;*
- 3) *Copies of bills in dispute (if applicable); and*
- 4) *Any other relevant information*

Lodge the Complaint using the details given below or visit our Offices or website.

ZIMBABWE ENERGY REGULATORY AUTHORITY (ZERA)

14th Floor Century Towers, 45 S/Machel Avenue, Harare.

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Tel: +263 780010, 253461, Fax: +263 250696

E-Mail: admin@zera.co.zw

www.zera.co.zw

Mutare Office, 6th floor Fidelity Life Centre, CBD

Bulawayo office, Stand No K11-K12 Giraffe Rd (ZITF) Gate 4

Gweru Office, CABS Building, Corner Fifth Street & Robert Mugabe Way, CBD

Harare, 2 Corner Frank Johnson & Carruthers Avenues, Eastlea

