

CUSTOMER SATISFACTION COMPLAINTS HANDLING IN ORGANISATIONS – ISO 10002:2004



Registration Form

Course Information

Venue: SGS House, Valentina, Phoenix
 Date: 17 and 18 November 2008 (12hrs)
 Day 1: From 8:30 – 17:00
 Day 2: From 8:30 – 13:00
 Closing date for registration: Monday, 3 November 2008
 Tutor: Mrs. Nicole de Maroussem
 Course fee: MUR 18,500 per participant.
 The course fee includes lunch and refreshments during the day.
 MQA approved (SN00299).

How to participate?

Please tick in the confirmation box, indicate the delegates' names and send by fax on number 696 7088 or on sgs.mauritius@sgs.com

- Yes, we confirm our participation to the Customer Satisfaction Complaints Handling in Organisations – ISO 10002:2004
- We enclose a cheque of MUR x delegates = MUR
 Please draw cheque payable to **SGS (Mauritius) Ltd.**

Delegates' Information

Delegates' Name and Position	Direct email address if any	Yes		No	
		Veg.			
		Veg.			
		Veg.			
		Veg.			
		Veg.			
		Veg.			

Please specify any other specific dietary requirements:

Company Sponsorship

Contact Person _____

Contact details Tel.: _____ Fax: _____ Email: _____

Company _____ Vat Number : _____

Signature _____ Position: _____ Date: _____

Terms and conditions

Our services are subject to our General Conditions of Certification Services (copy available on request) unless otherwise stated. Seats reservation will only be taken on a first come first serve basis and **firm booking will be done upon reception of signed registration form and payment.** Payment must be made before the start of the course. SGS appreciates that it may happen that nominated staff is unable to attend. Therefore, a delegate booked on a course may be substituted at any time with no extra charge or alternatively, a delegate may transfer to another course, and fees paid will be credited to the costs of the new course. If notice of cancellation is received in writing up to 10 days prior to the start of the course, an administration booking fee of 5,000 MUR per participant will be retained; the remainder of the course fee will be refunded. SGS reserves the right to charge the full course fee if cancellation is not received in writing within 10 days of the start of the course, or if a delegate fails to attend the course. In all circumstances, SGS reserves the right to re-charge any costs incurred by late cancellation, transfers or failure to attend. It also reserves the right to cancel any courses at any time in circumstances beyond its control or if the number of participants is too low for SGS to run the course. SGS shall take no liability in respect of consequences of such cancellation except that any course fee will be refunded in full. Price quoted is per delegate unless otherwise stated.