



St. Vincent and the Grenadines  
Bureau of Standards

Address all replies to the

Member of: CARICOM Regional Organization for Standards and Quality (CROSQ); International Organization for Standardization (ISO); Pan American Standards Commission (COPANT); InterAmerican Metrology System (SIM)  
Enquiry Point for: Codex Alimentarius: WTO/TBT Agreement; Affiliation to: International Bureau of Weights and Measures (BIPM); ASTM International; NCSL International and International Electrotechnical Commission (IEC).

## CONSUMER COMPLAINT FORM

In accordance with Section 18 of the STANDARDS ACT No. 70 of 1992, "the Bureau of Standards shall investigate complaints regarding goods, services, processes and practices referred to it by consumers and users."

Additionally, St. Vincent and the Grenadines National Standards on the Code of Practice for the Handling of Consumer Complaints **SVGNS 10: 2002** is also applicable.

Date \_\_\_\_\_  
YY/MM/DD

Name of Complainant: \_\_\_\_\_

Address: \_\_\_\_\_ Telephone/Email: \_\_\_\_\_

Agency/Company/Business complaint being filed against: \_\_\_\_\_

Type of Complaint: Services [ ]; Goods [ ]; Processes [ ]; Practices [ ]; Others [ ] \_\_\_\_\_

### Nature of Complaint

(Brief Description of complaint, attach additional sheet as needed.)

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### Have you referred the complaint to any of the following parties (please tick)

Service/Product Provider [ ]; Ministry of Consumer Affairs [ ]; Ministry of Health [ ]  
National Consumers Association [ ]; Others [ ]

What form of relief/redress are you seeking? (e.g., Exchange [ ], Repair [ ], Refund [ ], Other [ ], \_\_\_\_\_.)

**Please submit form to: [office.svgbs@mail.gov.vc](mailto:office.svgbs@mail.gov.vc)**

*SVGBS...Creating and maintaining an Environment of Standards, Quality Assurance and Metrology in Saint Vincent and the Grenadines".*

#### POSTAL ADDRESS:

P.O Box 1506, VC0100  
Kingstown. St.Vincent. W.I.

#### LOCATION:

Campden Park Industrial Site

#### EMAIL:

[office.svgbs@mail.gov.vc](mailto:office.svgbs@mail.gov.vc)  
[www.svgbs.gov.vc](http://www.svgbs.gov.vc)

#### TELEPHONE:

(784) 457 8092  
FAX: 784 457 8175

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