

Complaint Form

I / We wish to lodge a complaint on a travel agency / tour operator / service operator because of unsatisfactory services / business transaction provided by them.

- You need to specify the details of your complaint in the space provided or you may add pages if necessary.
- We may request that you submit extra documents and information to assist us in handling your complaint.
- Please allow us up to 30 calendar days for us to try resolve your complaint .Should your complaint is complicated, we may need more time and you will be notified accordingly.

Name of complainant:

Tel / Mobile No:

Email Address:

Address:

Complaint against:

Complaints / Individual (name):

Nature / summary of complaint:

Signature: _____

Date : _____

Send your complaint to :

Complaint Bureau,
Malaysian Association of Tour and Travel Agents (MATTA)
Wisma MATTA,
No. 6, Jalan Metro Pudu 2,
Fraser Business Park, Off Jalan Yew,
55100 Kuala Lumpur, Malaysia
T : 603 - 9222 1155
E: complaint@matta.org.my

Please provide any further details relevant to your complaint that will enable us to better assist you.