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## **FORM No. 011**

### **NCA COMPLAINT FORM**

***Note: Please fill the form in upper case and clearly spell out contact details and be sure to include all information necessary to ease handling of your complaint!***

#### **1. Complaint filing guidelines**

- a. License compliance monitoring and consumer/public complaints handling is important part of NCA's mandate. This involves receiving and handling submitted complaints, communicating to general public and industry and performing Technical, legal and administrative investigations and enforcement.
- b. Licensees expect the Regulator (NCA) to maintain conditions for operation as stated in the licenses and NCA equally expects Licensees to follow terms and conditions that are stated in the license.
- c. The General public is party equally expects the Regulator (NCA) and the licensees to ensure quality of service and commensurate value for money. This may include other social corporate responsibilities including but not limited to Human safety, environmental protection among others.
- d. All involved parties are entitled to file complaint on quality of service as related to a particular license.

#### **2. Complaint Submission Process**

The complaint form can be filled and delivered and hand delivered to NCA, or by email/post.

- a. Complainer needs to be sure the complaint is reasonable after which they can proceed to fill the form according to the given instructions.
- b. Complaint form includes the identification of complainant and contact information. Identity of complainant is protected and as the rule, this identity is not exposed unless it is critical for the process of complaint resolution.
- c. All submitted personal data is protected against sharing with third party. Technical or legal data could be shared with third party if it is necessary for complaint resolution.
- d. Please note that false or malicious complains could result in fines, penalties, law suit or other legal measures.
- e. The complainant may be contacted by NCA if additional information is needed and as the complaining party, you have right inquire and to be informed about the process.



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**3. Complainant Detail** (All fields are mandatory)

Complainant Name:	
Address:	
Email:	Website:
Tel:	Mobile:
Name of Representative:	
Email:	Website:
Telephone:	Mobile:
Date of submission:	
<b>Declaration:</b> I/we declare that information provided below is accurate. I/we do understand that correct and comprehensive complaint information is vital and aids a well-informed response to my/our submission.	
Name:.....	Signature:
Date:.....	Official stamp



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#### **4. Complaint Information**

Location of the incident:
Date and Time Experienced:
How was the Interference Detected:
Duration of the Incident:
Name of the licensee and any other identification:
Type of station and nature of service (if available):
Name of Station Owner (If known):
Frequency:
Location/Position/Area/Direction:
Brief Description of the Interference Scenario:
Any Other Useful Information:

For further information contact us on +211-925-258-885, email: [info@nca.gov.ss](mailto:info@nca.gov.ss) or visit our website: [www.nca.gov.ss](http://www.nca.gov.ss)



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**FOR OFFICIAL USE ONLY (FREQUENCY ASSIGNMENT SECTION)**

Final decision on the complaint:.....

Authorizing officer/Title:.....

Signature:.....Date:.....