|  |
| --- |
| ទម្រង់ពាក្យបណ្ដឹង/ Formal Complaint Form |
| ដើមបណ្ដឹងComplainant | ភាគីរងបណ្តឹងDefendant |
| គោត្តនាម និងនាមៈ..................................................Surname and name: ..............................................ភេទ/Gender...........អាយុ/Age..........ជនជាតិ/Citizen.................. អាស័យដ្ឋានបច្ចុប្បន្ន/Current address: .............................................................................................................................................................. អត្តសញ្ញាណប័ណ្ណលេខ/Passport no.:........................ទូរស័ព្ទលេខ/Tel no.:................................................  | ឈ្មោះបុគ្គល(ឬអង្គភាព)**:**..............................................Individual’s name (or entity):..................................ភេទ/Gender............អាយុ/Age..........ជនជាតិ/Citizen....................តួនាទី...................................................អង្គភាពៈ...................................................................អាស័យដ្ឋានបច្ចុប្បន្ន/Current address:......................................................................................................... ................................................................................ ទូរស័ព្ទលេខ/Tel no.:.................................................  |
| ព័ត៌មាននៃបណ្ដឹង/Information of Complaint  |
| កម្មវត្ថុនៃបណ្តឹង (គុណភាពសេវា/វិវាទផលប្រយោជន៍...) អំពីបទ/Object of Complaint (service quality/interestconflict...) subject matter/about:................................................................................................................  |
| ប្រភេទនៃពាក្យបណ្ដឹង/Types of complaint: 🞎 បរិហារ/Denunciation 🞎 តវ៉ា/Reacts 🞎 វិវាទ/Conflict |
| តើលោកអ្នកធ្លាប់បានដាក់ពាក្យបណ្ដឹងអំពីបញ្ហានេះដែរឬទេ? Have you ever filed such complaint? 🞎 ធ្លាប់/Yes 🞎 មិនធ្លាប់/No  | ប្រសិនបើធ្លាប់ តើដាក់នៅអង្គភាព ឬស្ថាប័នណា? In case of Yes, where have you filed at?................................................................................នៅពេលណា? (កាលបរិច្ឆេទដាក់ពាក្យបណ្ដឹង) When? (date of filling complaint):.......................... |
| មុនពេលដាក់ពាក្យបណ្ដឹងនេះ តើលោកអ្នកធ្លាប់បានព្យាយាមដោះស្រាយបញ្ហារបស់លោកអ្នក ជាមួយភាគីរងបណ្តឹងដែរ ឬទេ? Before your this filling complaint, have you ever tried to resolve your issues with the defendant? 🞎 ធ្លាប់/Yes 🞎 មិនធ្លាប់/No  |
| ក្នុងករណីធ្លាប់បានដោះស្រាយ តើលោកអ្នកបានទទួលលទ្ធផលដូចម្ដេចខ្លះ? ចូរពិពណ៌នាដោយសង្ខេប ។ In case of Yes, what the result of resolution is? Please briefly describe. ................................................................................................................................................................... ......................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... |
| ចូររៀបរាប់អំពីកាលបរិច្ឆេទ ដែលលោកអ្នកបានទាក់ទងទៅភាគីរងបណ្តឹង ដើម្បីពិភាក្សាអំពីបញ្ហារបស់លោកអ្នក៖ Please inform the dates, when you have contacted the defendant, in order to debate of your issues: -លើកទី១/First time: ថ្ងៃទី/Day............ខែ/Month................ឆ្នាំ/Year................... -លើកទី២/Second time: ថ្ងៃទី/Day............ខែ/Month................ឆ្នាំ/Year................. |
| តើលោកអ្នកបានទាក់ទងទៅភាគីរងបណ្តឹងតាមវិធីណា? Which way, have you contacted the defendant by? 🞎 ទូរស័ព្ទ/Tel. 🞎 សំបុត្រអេឡិកត្រូនិក/E-Mail. 🞎 លិខិតលាយលក្ខអក្សរ/Written notice. |
| សូមរៀបរាប់ដោយសង្ខេបអំពីដំណើររឿង ឬបណ្តឹងរបស់លោកអ្នក / Please briefly describe of your issues or complaint:.................................................................................................................................................. ............................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................ ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ......................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ......................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ......................................................................................................................................................................................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... ...................................................................................................................................................................................................................................................................................................................................... |
| សូមភ្ជាប់ឯកសារយោង ឬភស្ដុតាងនៃបណ្តឹងរបស់លោកអ្នក (វិក្ក័យប័ត្រ កិច្ចសន្យា ឬវត្ថុតាងផ្សេងៗ) ប្រសិនបើមាន៖ Please attach reference(s) or evidence(s) of your formal complaint (Invoices, contract or further testimonies) if any: |
| តើអនុញ្ញាតឲ្យភាគីរងបណ្តឹង ឬអង្គភាពពាក់ព័ន្ធបានទទួលសេចក្តីចម្លងនៃពាក្យបណ្តឹង និង/ឬឯកសារយោង ឬភស្ដុតាង ដែលលោកអ្នកមាន ក្នុងគោលបំណងចាំបាច់ដើម្បីផ្សះផ្សារ ស៊ើបអង្កេត ឬអនុវត្តតាមនីតិវិធីដែរ ឬទេ? Do you allow or not, the defendant or related entity to obtain copy of formal complaint and/or references or evidences you have, in order to be necessary for reconciliation, investigation or applying legal procedure?  🞎 អនុញ្ញាត/Yes 🞎 មិនអនុញ្ញាត/No |
| ខ្ញុំបាទ/នាងខ្ញុំ សូមធានាអះអាងថា ព័ត៌មានទាំងអស់ដែលបានផ្តល់ជូនក្នុងពាក្យបណ្ដឹងនេះ គឺពិតជាត្រឹមត្រូវប្រាកដមែន I would like to assure that all the information provided in this formal complaint is accurate. |
| កាលបរិច្ឆេទ/Date: ថ្ងៃទី/Day...................ខែ/Month...................ឆ្នាំ/Year...................ហត្ថលេខា ឬស្នាមមេដៃ/Signature or thumbprint:.........................................ឈ្មោះដើមបណ្តឹង/Complainant’s name: ..................................................... |