



Customer Complaint Form

The Gold Seal program aims to lead the automotive recycling industry by creating an environment dedicated to outstanding customer service. Gold Seal customer service goals are based on the highest professional and ethical business practices established and adhered to by "Best in Class" recyclers. If you have not received the service outlined by the mission of the Gold Seal program by a certified facility, please take a moment to complete this complaint form. Your concerns will be forwarded to the Gold Seal committee for review and action. Please understand that any decisions and/or recommendations made regarding potential actions needed to be taken by the recycler in question are recommendations only. The recycler is an independent business concern and is ultimately responsible for their actions and the final resolution of the complaint. The committee only has the authority to take action against Gold Seal certification. **Please FAX to ARA, attention Jennifer Johnson (571) 208-0430, or E-mail to jennifer@ar-a.org. For all of your Gold Seal questions and concerns, please call (888) 385-1005.**

CustomerName: _____ CustomerTelephone: _____

Customer Address: _____

City: _____ State: _____ Zip: _____

E-mail Address: _____



Name of Gold Seal Facility: _____

City/State Location of Facility: _____

Date of Purchase: _____

"We Value Your Opinion"

Summary of Complaint: _____

Signature: _____ Date: _____

(for office use) Date Received: _____ Action Date: _____