

American Philatelic Society

Complaint Report (for disputes arising between members)

Please print or type

1. Your Contact Information:

Your Name _____ APS No. _____

Address _____ Tel. No. _____

City _____ State _____ Zip/Country _____

Company Name if applicable _____

2. I wish to file a formal complaint against:

Name _____ APS No. _____

Address _____ Tel. No. _____

City _____ State _____ Zip/Country _____

Company Name if applicable _____

3. Date of transaction or contact _____

4. Date you filed a complaint with the party listed _____

- a. Have you read the information on the complaints process? Yes No
- b. Have you filed a written complaint with the party? Yes No
- c. Have you phoned the party concerning your complaint? Yes No
- d. Have you given this party a deadline for resolving the complaint? Yes No
- e. Have you informed the party you are filing a complaint with the APS? Yes No

If you have answered **NO** to any of the above questions, take positive action before filing formal charges. Many complaints arise out of a lack of communication and may be resolved with a phone call.

If you can answer **YES** to all of the above questions, please outline your complaint on the attached page.

5. If you feel mail fraud is involved, have you contacted your local postal inspector? _____

6. If your complaint arose from contact through an advertisement or through eBay, have you contacted the publisher of the magazine or contacted eBay directly? Yes No Name of Publisher _____

7. Other organizations or agencies with whom your complaint has also been filed:

Date: _____ Signature _____

Send to: APS Member Disputes, 100 Match Factory Place, Bellefonte, PA 16823

Outline your Complaint below.

- Be as specific as possible. List in chronological order the actions that led to the complaint and actions already taken to attempt to resolve the matter.
- Be sure to attach five (5) copies of relevant documents such as: terms of sale, agreements, sales’ receipts, proof of delivery, cancelled checks, letters, etc.
- Include the signed front page of the complaint form
