



**ZRA INTEGRITY COMMITTEE COMPLAINT FORM**

**ZRAIC Secretariat, Zambia Revenue Authority, P.O. Box 35710, LUSAKA**  
**Phone/Fax: +260 211 237336, Mobile: +260 978 701 701**  
**Email: [zraic@zra.org.zm](mailto:zraic@zra.org.zm)**

**1. ABOUT THIS FORM**

By means of this form, you can file a complaint to the ZRA Integrity Committee if you are unhappy with the service provided by ZRA and unprofessional conduct by ZRA staff.

**2. YOUR CONTACT DETAILS** (Optional as anonymous complaints are accepted):

**Name:**

**Company:**

**Address:**

**Town/City:**

**Phone no:**

**Email:**

**Date:**

**3. DETAILS OF YOUR COMPLAINT**

Clearly specify what your complaint is about by referring to the following questions as a guide: **What happened? Where did it happen? When did it happen? Why did it happen? Who did what? How did it happen?** Please enclose only copies if you wish to enclose documents for reference.

**Signature** (optional): \_\_\_\_\_

*Send your complaint to the ZRAIC address above or place it in the Suggestion Box provided at the ZRA Offices near you. Provide contact details above if you wish to receive a response from ZRAIC.*