

How to lodge a consumer complaint?

There are a number of ways to lodge a complaint which include:

1. Come direct to JPKE office at Level 3, West Wing, Room 3:04, Block 2A, Ong Sum Ping Road; or
2. Through hotline number 2230223 (during office hours only); or
3. Via email at consumercomplaint@jpke.gov.bn / aduanpengguna@jpke.gov.bn ; or
4. Via Facebook at AduanPenggunaJPKE.

If you wish to lodge a complaint through phone/email/Facebook, you will need to include the details as below. Our staff will fill in the formal complaint form on your behalf with the details that you have provided after which all it needs in order to be processed is your signature. The details needed are:

1. Complaint details;
2. Name, address and telephone number of the business that you wish to lodged a complaint against;
3. Name, IC number, IC colour, home address, mobile and office telephone number of complainant;
4. Any relevant information or evidence such as purchase receipt, documents, warranty card, pictures etc.

You can come over for signature purpose on any working days as follows:

***Monday - Thursday and Saturday between 8:15 am - 11:45 am or 2:00 pm – 4:00 pm.

***Public holidays – closed.