

**Complaint Filing Procedure**

- Any applicant has the right to file a complaint if he /she is unhappy about any aspect of the Embassies Service.
- Any dissatisfaction relating to the following, among others, could be a reason to file a complaint.
  1. Right to serve properly.
  2. Service giving procedures and steps
  3. Service Quality and application processing time.
  4. Service fee
  5. Employees manner

**Complaint Filing means**

Phone- +55/61/ 32480361

Fax- +55/61/ 32480371

In Person – Ambassador Office/ Complainants handling Committee/

E-mail – [ethiobrazil@ethiopianembassy.org.br](mailto:ethiobrazil@ethiopianembassy.org.br)

**Address**

Embassy of Ethiopia

**Complaint Filing Form**

1. Name of a person filing a complaint

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2. Address of a person filing a complaint

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3. What is your Complaint all about

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4. A section / an employee against whom a complaint is filed

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5. Date on which an event against which a complaint is filed be occurred

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6. Evidence supporting your case /if any/

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7. Other related issue you may want to raise

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**Note**

- Any complaint or Information in this regard shall only be submitted to an appropriate authority