

WHO CODE COMPLAINT FORM

Nestlé is committed to conduct its marketing of formula products in accordance with the principles and aim of the World Health Organisation's International Code of Marketing of Breast-Milk Substitutes.

This form may be used by third parties to alert us about possible breaches to the WHO Code.

Complaints made through this form will be sent directly to Nestlé. The aim of this form is to supply Nestlé with the information needed to determine whether Nestlé marketing practices are in conformity with the Code and to enable changes to be made if needed.

To ensure an efficient investigation, and a rapid rectification if needed, we would request that the complaint be sent to Nestlé as soon as possible after the apparent violation has been observed.

Details of Complaint / Organisation				
Name of Organisation:				
Name of First Complainant:				
Surname of Complainant:				
Title:	Mr	Mrs	Ms	Dr/Prof
Address:				
Postal Code:				
Tel (home):				
Tel (cell):				
Tel (work):				

Description of apparent violation		
a)	Brand name of product involved	
b)	Place (and address if possible) where violation occurred e.g. name of medical institution or store, or newspaper or radio station	
c)	Date and time when violation was observed	
d)	Description of violation in as much detail as possible	
e)	Person responsible for violation (if known)	
f)	Part of Nestlé Company responsible (if known)	
g)	Names and addresses of any witnesses who can be approached in investigating the complaint (if any)	
h)	Has the complainant had any contact with company officials or with government authorities about this apparent violation? Please describe and give names if known.	
i)	Other information or comments	

Complaints can be emailed or send by postal mail to:

Communication.publicaffairs@za.nestle.com

OR

Nestlé (South Africa) (Pty) Limited
 Corporate Communication and Public Affairs
 P.O. Box 50616
 Randburg

