

Complaint Form

Our ref

This form must be completed for or by each Client who may have reason to complain about the Company, any failure in its service or responsibilities in the provision of those services, any terms or conditions of the company or any of the companies representatives, whosoever or howsoever involved in the provision of the service to the client.

A copy of the completed complaint form must be provided to the client.

We will help you in the completion of this form if you have any special needs (eg: large print or language difficulties) please contact us.

Client / Your Details

Title		Daytime	
Surname		Home Phone	
First Name(s)		Mobile	
Date of Birth		E-mail	
Address			
Address			
Post code			

If someone is complaining on your behalf (eg a solicitor or relative) please give your details.

Title		Daytime phone	
Surname		Home Phone	
First Name(s)		Mobile	
Date of Birth		E-mail	
Address			
Address		Relationship to you	
Post code			

FOR OFFICE USE ONLY

Date of receipt of completed claim form				
Received by				
<i>How was complaint received (Tick all appropriate boxes)</i>				
By Phone	By Post	By Client in person	Client's representative	By E-mail

Details about your complaint

Please list in order all the letters, documents, phone calls or meetings that are relevant to your complaint. This may take you a little time, but it will help to ensure the facts are set out as clearly as possible and will help us to deal with your complaint.

Continue on another sheet of paper if required, please confirm the number of additional sheets.

Details of the advisor who originally sold the product or service you are complaining about ?

Their name:

Description of the product or service you are complaining about ?

e.g advisor,
solicitor,
insurance

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When did the advice, transaction or poor service you are complaining about take place ?

day	month	year

When did you first realise that there might be a problem ?

day	month	year

When did you first complain to the company ?

day	month	year

To whom did you complain ?

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Have you contacted the Regulator or other complaints body about your complaint ?

yes no

If you answered yes to the above question, please give details

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How would you like the matter you are complaining about to be put right for you ?

Finally, please read and sign this declaration

I would like you to consider my complaint, I confirm that all the information I have given is true and accurate to the best of my knowledge.

I understand that:

- You may need to handle personal details about me, which could include sensitive details in order to deal with my complaint effectively.
- You may need to exchange details about my complaint with other persons or companies involved.
- That I have the right to refer my complaint to the Regulator should I feel that my complaint is unfairly investigated or remains unresolved.

Sign Here If you are signing on behalf of the person who is making the complaint, please confirm in what capacity you are signing

signature _____ date _____

capacity _____

Please make sure you have ...

- ✓ Included everything you want to tell us about your complaint
- ✓ Enclosed copies of all relevant documents or letters

Our Address ...

Phone