

## complaint form

Please use this form to tell us about your complaint – so we can see if we're able to help you.

If you're not sure about anything – or have difficulties filling in this form – just phone us on **0300 123 9 123**.



Please let us know if you have any practical needs where we could help – for example with information in another format (eg large print, Braille *etc*) or in a different language.



You can download this form off our website ([www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)) to complete by hand. Or you can fill it in on screen – then print it off and post it back to us.

### first, please give us your details

... and the details of anyone complaining with you

surname	title		title	
first name(s)				
occupation (if retired, previous occupation)				
date of birth				
address for writing to you (include postcode)				
daytime phone			mobile	
home phone			email	

### if someone is complaining on your behalf (eg a solicitor or relative) please give us their details

their name	relationship to you		
address for writing to them (include postcode)			
their daytime phone			fax
their email			ref

### if you're complaining on behalf of a business, charity or trust please fill in these details

its full official name		number of employees*	
if a partnership, the number of partners*		its annual turnover, annual income or net asset value (at the time you first complained)*	£

\* We may ask you for evidence of this. Please phone us – or look on our website – for information about what types of businesses, charities and trusts can use our service.

### details of the business you think is responsible for your complaint

their name  
their address  
(include postcode)

their phone number


### details of the adviser or business who *originally* sold the product or service you're complaining about (if different from the name above)

their name  
their address  
(include postcode)

their phone number


### the kind of product or service you're complaining about

the name and type  
of product or service

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any reference number (eg your account and sort code;  
hire-agreement or loan number; policy or claim number)

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### please tell us what your complaint is about

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If your complaint is about the sale of **payment protection insurance** (PPI), you will also need to complete a separate questionnaire.

- You may have done this already – if you have already complained directly to the business you think is responsible.
- If not, [you can download the consumer questionnaire off our website](#) – or phone us for a copy on **0300 123 9 123**.

### time limits may apply to your complaint so we need to know these dates

day month year

▪ When did the advice, service or transaction you're complaining about take place?

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▪ When did you first complain to the business you think is responsible?

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The business has **eight weeks** from this date to send you its final written answer – **before** we can investigate the complaint.

## just a few more questions

- Has the business you're complaining about sent you its final written answer? YES  NO   
Please enclose a copy of the **last letter** that the business sent you.
- Has there been any court action relating to your complaint (or is any planned)? \*YES  NO   
\* If YES, please enclose copies of relevant paperwork.
- How do you want the business to put things right for you?

## accessibility and practical needs

Do you have any practical needs where we could help – by making adjustments like using large print, Braille or a different language? \* If YES, please tell us how we can help you. \*YES  NO

## finally, please read and sign this declaration

“ I would like the Financial Ombudsman Service to consider my complaint. I confirm all the information I have given is true and accurate to the best of my knowledge. I understand that:

- You will need to handle personal details about me – which could include sensitive information – to deal with my complaint effectively.
- You may need to share information about my complaint with the business I have complained about and any other relevant organisations.
- You handle complaints differently from the courts – and you usually settle complaints by phoning and writing to the two sides, not by holding hearings in person.
- You or a trusted third party may contact me to help monitor the quality of your service.
- You may publish examples of where things can go wrong, based on real cases, but you will always respect my privacy and keep my personal information confidential. ”

\_\_\_\_\_ signature

\_\_\_\_\_ date

\_\_\_\_\_ signature

\_\_\_\_\_ date

- You need to sign, even if someone else is complaining on your behalf. This shows you have given them your permission to complain for you.
- For complaints involving accounts or policies held **jointly**, each person needs to sign.
- If you're signing on behalf of a business, please give your job title.

### post to ...

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR

### please tick to show you have ...

- enclosed a copy of the business's last letter to you.
- enclosed copies of other relevant information.
- included everything you want to tell us about your complaint.

**0300 123 9 123** or **0800 023 4567**

*calls are recorded for training  
and monitoring purposes*

**fax 020 7964 1001 dx 141280** Isle of Dogs  
complaint.info@financial-ombudsman.org.uk  
www.financial-ombudsman.org.uk

- We will use the details you give us on this form to see if we can help you with your complaint.
- We may need more information from you. And there are rules and restrictions that may apply.
- If we can't help you, we will give you the chance to query anything you don't understand or agree with.