

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 any difficulties filling in this form – just phone us on **0845 080 1800**.



If you need information in a different format (eg Braille, large print *etc*) or in a different language, or if you have other specific needs, please let us know.



You can download this form off our website (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 you're complaining on behalf of a business, charity or trust please fill in these details

its full official name

its annual turnover, annual income
or net asset value (at the time you £
first complained) *

* We will need to see evidence of this. If it's over £1 million, sorry, we won't be able to help you.

For a **business** – please attach a list of any other businesses that form part of the group and/or a list of the partners (if run as a partnership).

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

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

please tell us the name and type of the product or service

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... and any reference number you have – for example: your account (or loan/hire agreement) number and sort code **or** your policy number **or** your claim number

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please tell us what your complaint is about

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If your complaint is about a **mortgage endowment**, you will need to complete our special mortgage-endowment questionnaire, as well as this standard complaint-form. You can download the special questionnaire off our website – from the frequently-asked-questions page (FAQs) at www.financial-ombudsman.org.uk. Or phone us on **0845 080 1800** for help.

time limits may apply to your complaint – so we need to know the following dates

- | | day | month | year |
|--|-----|-------|------|
| ▪ When did the advice, transaction or poor service that you're complaining about take place? | | | |
| ▪ When did you first realise there might be a problem? | | | |
| ▪ When did you first complain to the business you think is responsible? | | | |

just a few more questions


- Has the business you're complaining about sent you its final response? YES * NO
* If you've answered YES, please enclose a copy when you send us this form
- What do you want the business you're complaining about to do, to put things right for you?


- Has there been any court action relating to your complaint – or is any court action planned? YES * NO
- Have you contacted any regulator or other complaints body about your complaint? YES * NO

* If you've answered YES to either of the two questions above, please give us more details here

please give us any other details that you think will help us understand your complaint

accessibility

 Would you like us to adapt the way we communicate with you, or to make any other adjustment (such as writing to you in a language other than English, using TypeTalk etc), in order to meet a specific accessibility or disability need? YES * NO



* If you've answered YES, please give us brief details of how we can help you

finally, please read and sign this declaration

“ I would like the Financial Ombudsman Service to consider my complaint. I confirm that all the information I have given you 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 – in order to deal with my complaint effectively;
 - you may need to exchange 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 disputes by phoning and writing to the two sides, not by holding hearings in person;
 - 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.
- ”

sign here You need to sign, even if someone else is complaining on your behalf. If you're signing on behalf of a business, please give your job title.

_____ signature

_____ date

_____ signature

_____ date

make sure you have ...

- ✓ included everything you want to tell us about your complaint
- ✓ enclosed a copy of the business's final response
- ✓ enclosed copies of relevant documents

now please post to ...

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

phone 0845 080 1800
*for security and training purposes,
we may monitor or record phone calls*

fax 020 7964 1001 **dx** 141280 Isle of Dogs 3
email complaint.info@financial-ombudsman.org.uk
website 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. But we may need more information from you. And there are rules and restrictions that may apply. If we can't help you, we will always give you the chance to query anything you don't understand or agree with.