



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 **0300 123 9 123**.

If you need information in another format (eg Braille, large print *etc*) or in a different language, or if you have other different 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 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 at 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

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

--

... 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

--

please tell us what your complaint is about

--

If your complaint is about the sale of **payment protection insurance** (PPI), you will also need to have completed the separate *consumer 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 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 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 complain to the business you think is responsible? | | | |

just a few more questions

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

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 Text Relay etc), in order to meet a specific accessibility or disability need? *YES NO

* If 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. This shows that you have given them your permission to complain for you.

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 last letter
- ✓ enclosed copies of relevant documents

now please post to ...

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

phone 0300 123 9 123
*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.