

complaint form

This is the form you need to fill in if you want the Financial Ombudsman Service to look at your complaint.

- Remember – you must have complained to the firm first.
- For help filling in this form, please phone us on **0845 080 1800**.



If you need information in a different language or format (eg Braille, audiotape etc), just let us know. Please also contact us if you have any other individual needs, or disabilities, where we could help with your complaint. phone **0845 080 1800**



You can download this form at our website – or complete it on-screen: just click “how to complain” at **www.financial-ombudsman.org.uk**

Your details

Details of anyone complaining with you*

surname		title			title	
first name(s)						
occupation						
date of birth						
address for correspondence (include postcode)						
daytime phone				fax		
email address						

* If there are more than two of you making this complaint, please list the other people's details on a separate piece of paper and attach it to this form.

If you are complaining on behalf of a business, charity or trust please give the name here**

	** annual turnover, annual income or net asset value £
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We **cannot normally look at complaints from: a business or sole trader with an annual turnover (including any group companies) of £1million or more; a charity with annual income of £1million or more; or a trust with a net asset value of £1million or more. We may need evidence of these figures from you, before we can start work on your complaint.

If you have asked someone else (eg a solicitor or relative) to complain to us on your behalf please give their details here

their name		
their address for correspondence (include postcode)		
phone number		fax
email address		
their reference number (if applicable)		

Details of the firm you are complaining about

name of firm you are
complaining about

their address
(include postcode)

their phone number

your account number & sort code **or** policy number
or claim number **or** other reference number

Details of the adviser or firm who originally sold (or arranged) the product or service you are complaining about (if different to the firm named above)

their name

their address
(include postcode)

their phone number

Description of the product or service you are complaining about

Please give the
name and type of
account, policy *etc*

▪ What was the original date of the advice, transaction or poor service
that you are complaining about?

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

▪ When did you first complain to the firm?

▪ Have there been any court proceedings relating to your complaint
or are any court proceedings planned?

▪ Have you contacted any regulator or other complaints body
about your complaint?

* If you have answered YES to either of these questions, please give details here

day	month	year

day	month	year

day	month	year

YES []* NO []

YES []* NO []

Sum up your complaint for us here in just a sentence or two

Now please tell us more about your complaint

Please use this page to list the **main points** of your complaint.

It will help if you list **in date order** all the letters, phone calls or meetings which are relevant to your complaint. This may take a little time but it will make sure the facts are set out as clearly as possible.

► If you need more space, please continue on a separate piece of paper and attach it to this form

we also need to know ...

- Have you received in writing a decision from the firm about your complaint? YES []* NO []

* If you have answered YES, please send us a copy of the firm's letter with this form

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

your permission for us to go ahead

“ I would like the Financial Ombudsman Service to consider my complaint. I understand that:

- You will need to handle personal details about me, which could include sensitive information (for example, relating to health matters), in order to deal with my complaint effectively.
- You may need to exchange information about my complaint with other organisations (for example, to find out important facts relating to my case).
- You handle complaints in a different way from the courts, not usually requiring people to attend hearings in person but resolving disputes by correspondence.
- 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

... even if you have appointed someone else to complain to us on your behalf.

If you are signing on behalf of a business, please also give your position in that business.

signature

date

signature

date

signature

date

signature

date

now please return this completed form to us at:

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

phone 0845 080 1800
*To help in staff training we may
monitor or record phone calls*

have you ...

- ✓ included everything you want to tell us about your complaint?
- ✓ enclosed a copy of the firm's letter, telling you their decision?
- ✓ enclosed copies of relevant documents?

email enquiries@financial-ombudsman.org.uk
fax 020 7964 1001 **dx** 141280 Isle of Dogs 3
website www.financial-ombudsman.org.uk