



our ref



# 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

first name(s)	title	title
surname		
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	<input type="text"/>	number of employees*	<input type="text"/>
if a partnership, the number of partners*	<input type="text"/>	its annual turnover, annual income or net asset value (at the time you first complained)*	£ <input type="text"/>

\* 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

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

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 up to **eight weeks** – depending on what you're complaining about – 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? \*YES  NO  \* If YES, please tell us how we can help you.

## finally, please read and sign this declaration

- “
- I'd like the Financial Ombudsman Service to look into my complaint. To the best of my knowledge, all the information I've given you is accurate.
  - I understand that you usually resolve complaints by phone, letter and email.
  - I understand that you will need some personal details about me, that you might need to share information I give you – including sensitive or personal information – with the business involved and other relevant organisations, and that you might need to ask them for information that's relevant to my case.
  - I understand that you have a duty to publish your ombudsmen's final decisions on your website – with consumers' details removed - but that most cases can be resolved before they reach an ombudsman
  - I understand that to help you provide the best possible service, you (or a trusted third party) might ask me about my experience. And though you sometimes publish anonymous examples of the cases you look at, you'll always keep my 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  
Exchange Tower  
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.