

Complaint Form

Please use this form to tell us about your complaint

Your details

First Name:	(MR/MRS)
Last Name:	
Date of Birth: (dd/mm/yyyy)	
Address: (Address, City, Town, County, Country)	
Postcode:	
Phone Number(s):	
Skype (If applicable)	
Email address	

How would you like us to contact you?

Phone ☐ Email ☐

There will be times when we need to send you documents.
When we do, how would you like to receive them?

Email ☐ Sky ☐

Have you used our service before?
(This is so we can link our records)

Yes ☐ No ☐

Do you have any practical needs where we
could help – by adjusting using large print,
braille or a different language?

--

If someone is complaining on your behalf (a solicitor or relative). Provide their details below

THE FIRM YOU ARE COMPLAINING ABOUT

Which business, company or firm are you complaining about?

Their name:

Their address:

(Include postcode if applicable)

Has there been any legal court action regarding your complaint? _____

Have you complained to the firm/ company in question? _____

What's happened so far? _____

If yes, when did you complain to the business? (dd/mm/yyyy) ____/____/____

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

Has the business you are complaining about given you it's final answer regarding your complaint? **Y/N**

Tell us about your complaint in details:

When did the advice, claim, service or transaction you are making the complaint about take place?

(dd/mm/yyyy) ____/____/____

Do you have the necessary paper work to back up your complaints? [Y/N](#)

Do you have a reference number/ product service number for your complaint? [Y/N](#)

How have you been affected – Financially or otherwise?

How would you like the business to put things right for you?

DECLARATION

- I would like the I.C.F. to look into my complaint.
- To the best of my knowledge, everything I have told you is correct.
- I understand that, to help resolve my complaint, you will need to use and keep personal information about me – for example, how to contact me and details about my complaint and sometimes sensitive personal information.
- I understand that this might include collecting information about me from the business I've complained about and possibly sharing information with other parties – for example, other businesses that may have been involved in my complaint.

What's next?

Please confirm, by marking the relevant selections, that you:

- **Agree to the declaration above. We can only look into your complaint if you do.** Y/N
- Are happy to speak to us on the phone and understand that our calls are normally recorded. Otherwise, we will need to be able to contact you electronically instead. This may mean your complaint takes longer to resolve than if we were able to speak byphone. Y/N
- Are happy for us to contact you for feedback about our service. Having people's views on our service is vital for helping to improve what we do. Giving feedback is completely optional. Y/N

Where you've agreed to any of the statements above, you can withdraw your consent at any time.

Signature

Date

(dd/mm/yyyy).

Signature

Date

(dd/mm/yyyy)