

# 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 0800 032 8000.

You can return this form by email to [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or post it to Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

## your details

### first, please give us your details

### ... and the details of anyone complaining with you, for example a joint policy/account holder

first name								title							
surname															
date of birth (dd/mm/yyyy)															
address for writing to you															
address line 1															
address line 2															
address line 3															
city															
county															
country															
postcode															

first name								title							
surname															
date of birth (dd/mm/yyyy)															
address for writing to you															
address line 1															
address line 2															
address line 3															
city															
county															
country															
postcode															

phone number 1														
phone number 2														
email														

phone number 1														
phone number 2														
email														

How would you like us to contact you?

phone  email  post

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

email  post

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 making adjustments like using large print, Braille or a different language?

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**the business you are complaining about**

**which business are you complaining about?**

their name

their address

please include postcode

**what's happened so far?**

Have you already complained to the business?

yes  no

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

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

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Has the business you're complaining about sent you its final written answer?

yes  no

Has there been any court action relating to your complaint (or is any planned)?

If yes, please enclose copies of relevant paperwork

yes  no

When did the advice, claim, service or transaction you're complaining about take place? (dd/mm/yyyy)

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**your complaint**

**tell us about the product or service you would like to complain about**

Do you have a complaint or other reference number for this product or service?

**tell us about your complaint – what happened?**

**how have you been affected – financially or otherwise?**

**how would you like the business to put things right for you?**

please continue on a separate sheet if needed

If your complaint is about the sale of payment protection insurance (PPI) or a packaged bank account, 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 questionnaire off our website – or phone us for a copy on 0800 032 8000.



## about us

Financial Ombudsman Service  
Exchange Tower, London, E14 9SR  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
0300 123 9 123 or 0800 032 8000

## why we process your personal information

Personal information means information that is about you – for example, your name, date of birth, financial details and phone conversations with us. With your consent, we process (eg collect, record, share) your personal information to help resolve your complaint including special category data such as information about your health where it's relevant to your case. We may contact you for feedback to help improve our service – but only if you give your consent. We may also use information about your case to spot any wider issues or trends in the complaints that we receive and to review and improve the effectiveness of our service. For example, we may review a group of similar complaints to check whether a product has been sold unfairly to consumers on a wide scale and what the cause might be. We'll only do this where we consider that there is a legitimate interest.

## who we share your personal information with

We may share or check your information with the business your complaint is about and occasionally others – for example, another business or individual that was involved in your complaint (eg a broker, underwriter, lender or joint complainant) or a credit referencing agency.

Where we can, we keep your personal information within the European Economic Area. If that's not possible, we take appropriate steps to safeguard your information.

If you have a complaint about the service we've provided to you, and we've not been able to resolve this, you can ask the Independent Assessor to investigate your complaint about our service. We will pass on relevant details to the Independent Assessor so that they can investigate and respond to your service complaint.

## how long we keep your personal information

We keep your personal information only for as long as we need to. This includes things like:

- We will keep your case file for 6 years after your case closes (or 3 years if we did not go on to fully investigate your case).
- We keep ombudsman decisions permanently.
- If you ask the Independent Assessor to look into a complaint about our service, the Independent Assessor's office will keep their case file for 6 years, (or 3 years if your complaint is not one that can be addressed by the Independent Assessor).

## your rights

You have a right to withdraw your consent to us processing your personal information at any time. You can also ask us to delete your personal information or to restrict or object to the way we use it.

This may mean we won't be able to look into your complaint. We might also need to keep some personal information – for example, to avoid duplicate complaints or to comply with the law.

You have a right to receive any personal information you have given to us in an easy to use way – and to have it sent to another organisation. You can also ask us for a copy of your personal information and to correct it.

## what to do if you're unhappy with how we've handled your personal information

Please first let the person looking after your complaint (or their manager) know so they can look into your concerns. You can also contact our data protection officer at:

[data.protection@financial-ombudsman.org.uk](mailto:data.protection@financial-ombudsman.org.uk).

If you're unhappy with our response, you can contact the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk), [casework@ico.org.uk](mailto:casework@ico.org.uk) or 01625 545 745.