

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 **eight weeks** from this date 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.