



Ombudsman Services: Communications

PO Box 730 Warrington WA4 6WU

Telephone: 0330 440 1614 or 01925 430 049

Fax: 0330 440 1615 or 01925 430 059

Textphone: 0330 440 1600 or 01925 430 886

Email: enquiries@os-communications.org

Website: www.os-communications.org

Date:

ABOUT THE COMPLAINANT

CASE REF: Printed from website

Name:

Account Address:

Daytime contact:

Alternative contact:

Fax number:

email address:

3rd PARTY DETAILS

(If someone else is dealing with the complaint for you, they are known to us as the 3rd party)

Name:

Relationship:

3rd party address:

Daytime contact:

Alternative contact:

Fax number:

email address:

How would you prefer us to contact your 3rd party?

ABOUT THE COMMUNICATIONS COMPANY

Company name:

Account number:

Date the problem first happened:

Date the complaint was first made to the company:

Contact names at the company (if any):

Complaint reference (if you have one):

The service you are complaining about:

ABOUT YOUR COMPLAINT

WHAT HAPPENS NEXT?

We will review your complaint and contact you to let you know if we can help.

If we can help we will ask you to send us copies of all relevant notes and letters you have about your complaint.

Please investigate my complaint. I am happy for Ombudsman Services to share any information I provide with the communications provider that I am complaining about and my nominated 3rd party.

By signing this form I give permission for the communications provider to release to ombudsman services any information it holds about me or my accounts which may be relevant to the ombudsman's investigation of my complaint.

I understand that Ombudsman Services will only use my information to process my complaint or to improve service quality.

Name:

Signature:

Date:

