



Date:

### ABOUT THE COMPLAINANT

### CASE REF:

Client Name:

Client Address:

Daytime Contact:

Alternative Contact:

Fax Number:

E-Mail Address:

Correspondence Address:

How would you prefer us to contact you?

### ABOUT THE FIRM

Name of the firm:

Survey Reference:

Date problem first occurred:

Date complaint made:

Contact names (if any):

Client reference (if any):

Service Type



**ABOUT YOUR COMPLAINT**

**CASE REF:**

**Agency Advice (prior to purchase or sale)**

**DO NOT FORGET:**

- We will decide as soon as possible whether your complaint is within our Terms of Reference and whether we can deal with it. We will let you know as quickly as we can.
- Include copies of all relevant papers regarding the complaint. The Ombudsman can only make a decision based upon the evidence presented for investigation.
- Quote your unique Case Reference number on all documents.
- Sign and return one copy, keeping the other for your files – you will need this for your Case Reference number.
- If you believe that some information should be kept confidential between you and us, you should mark that information clearly and tell us why you think we should not pass it to the other party. We will consider your request – but we may not agree to it, unless there is a strong case for confidentiality, such as security reasons.



**Please investigate my complaint. I am happy for you to share any information I provide to you with the firm.**

**By signing this form I also give permission for the firm to release to you any information they hold about me or my Complaint which may be relevant to your investigation.**

**Print name ..... Signature .....**

**Date ...../...../.....**

**The information that we collect will only be processed in relation to your complaint; or to improve service quality.**