**Bank / Financial Advisor Report form**

In all cases please tick the relevant boxes.

|  |
| --- |
| **Contact details** |
| <<TITLE>> |
| Your Name: <<NAME>> |
| Your address:  <<ADDRESS>> |
| Your contact phone numbers(s): <<PHONE\_NUMBER>> |
| Your email address: <<EMAIL>> |
| **Details of your report** |
| Are you making a complaint on behalf of someone else? (If so enter  their full name, postal address & telephone number)  <<COMPLAIN\_ON\_BEHALF>> |
| What is your relationship to the person who wants to complain? (Only  answer if you are making the complaint on behalf of someone else)  <<RELATIONSHIP\_TO\_PERSON>> |
| Have they agreed to you making this complaint on their behalf? (We  may ask you to provide evidence that you can complain on their behalf)  <<CONSENT\_TO\_COMPLAIN>> |
| Who are you complaining about? (Enter full name and position of the  person, or if it is a firm enter the name of the firm)  <<REPORTED\_PERSON>> |
| Full postal address of the firm  <<FIRM\_ADDRESS>> |
| What kind of work was involved in the complaint?  <<TYPE\_OF\_WORK>> |
| What are you complaining about? (Please provide a list briefly  describing what the person did (or did not do) that made you unhappy  with the service you received)  <<COMPLAINT>> |
| Date you first became aware that there was a problem with the  service provider  <<AWARENESS\_DATE>> |
| What effect has this had on you? (This could be anything from  feeling upset or embarrassed through to missing out on something  important to you, even losing money or any opportunities and more)  <<IMPACT>> |
| Have you complained about this to the person or firm involved?  <<COMPLAINED\_FIRM>> |
| When did you complain to the person or firm?  <<COMPLAINT\_DATE>> |
| What response have you had to your complaint from the person or  firm?  <<FIRM\_RESPONSE>> |
| Please describe what the person or rm involved has said or done  about your complaint since you made it to them.  <<FIRM\_ACTIONS>> |
| What do you think the person or rm involved should have done to  get you Justice?  <<DESIRED\_RESOLUTION>> |
| **Data protection notice**  *The information you have provided in this form may be shared with third parties.*  *We usually have to disclose a complainant's complaint and identity to the person complained about or to the firm in which that person is involved. If a person making a complaint does not want to be identified we will try to respect that. However, if we are unable to progress a complaint where we think there is an overriding need to protect the public we may decide to disclose a person's identity.* |