



our ref

## 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 1777 290** or **0333 6000 290 from mobiles**.



Please let us know if you have any practical needs where we could help – for example with information in another format (eg large print, Braille etc) or in a different language.



You can download this form off our website ([www.creditplus.co.uk](http://www.creditplus.co.uk)) to complete by hand. Or you can fill it in on screen – then print it off and post it back to us.

### First, please give us your details

surname

title

title

first name(s)

occupation (if retired,  
previous occupation)

date of birth

address for  
writing to you  
(include postcode)

daytime phone

mobile

home phone

email

### If someone is complaining on your behalf (eg a solicitor or relative) please give us their details

their name

relationship to you

address for  
writing to them  
(include postcode)

their daytime phone

fax

their email

ref

\* We may ask you for evidence of this. Please phone us – or look on our website – for information about what types of businesses, charities and trusts can use our service.

**Details of the adviser who *originally* sold the product or service you're complaining about**

their name

**The kind of product or service you're complaining about**

the name and type of product or service

any reference number (eg your account and sort code; hire-agreement or loan number; policy or claim number)

**Please tell us what your complaint is about**

**Time limits may apply to your complaint** so we need to know these dates

- When did the sale you're complaining about take place?

day    month    year

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- 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 would like Creditplus to consider my complaint. I confirm all the information I have given is true and accurate to the best of my knowledge. I understand that:

- You will need to handle personal details about me – which could include sensitive information – to deal with my complaint effectively.
- You may need to share information about my complaint with the business I have complained about and any other relevant organisations.
- You handle complaints differently from the courts – and you usually settle complaints by phoning and writing to the two sides, not by holding hearings in person.
- You or a trusted third party may contact me to help monitor the quality of your service.
- You may publish examples of where things can go wrong, based on real cases, but you will always respect my privacy and keep my personal information confidential.

  

signature	date	signature	date
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- 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.

### Post to ...

Waterloo House,  
Fleets Corner, Nuffield Road,  
Poole, Dorset, BH17 0HL

### Please tick ✓ to show you have ...

Included everything you want to tell us about your complaint.

**Tel: 0800 1777 290**

**Mob: 0333 6000 290**

*calls are recorded for training  
and monitoring purposes*

**fax 08717 509 892**

**email [complaints@creditplus.co.uk](mailto:complaints@creditplus.co.uk)**

**web [www.creditplus.co.uk](http://www.creditplus.co.uk)**

- We will use the details you give us on this form to see if we can help you with your complaint.
- We may need more information from you. And there are rules and restrictions that may apply.
- If we can't help you, we will give you the chance to query anything you don't understand or agree with.