

Complaint Form



Please use this form to tell us about your complaint.

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You can download this form to complete by hand and post it back to us.

If you are complaining on behalf of someone else - please give us your details.

Your name		Relationship to complainant
Your address (include postcode)		
Your daytime telephone number		

Please provide account holder details below

Surname		Title		Title
First name(s)				
Property / correspondence address for writing (include postcode)				
Daytime telephone			Mobile	
Home telephone				
Name of lender				
Mortgage / Loan account number				

Details of the intermediary who originally sold the product

Their name

Their address
(include postcode)

Their telephone number

Name of the lender / owner / servicer you think is responsible for the matters being complained about

Their name

The kind of produce or service you're complaining about

Please tell us the name and type of the product or service

Please tell us what your complaint is about

Time limits may apply to your complaint – so we need to know the following date

When did the transaction or poor service that you are complaining about take place?

Day	Month	Year

Just a few more questions

Has there been any court action relating to your complaint (or is any planned)?

*Yes

No

*If yes, please provide us with copies of relevant paperwork.

What do you want the lender / owner / servicer you are complaining about to do, to put things right for you?

Please give us any other information that you think will help us understand your complaint below

Finally, please read this declaration before signing.

“I / We confirm that all the information I / we have given you is true and accurate to the best of my / our knowledge.”

Sign here

If you are complaining on behalf of someone else, please provide signed authority which shows that you have been given permission to complain on their behalf.

Signature

Date

Make sure you have ...

- Included everything you want to tell us about your complaint
- Enclosed copies of relevant documents

Now please post to ...

Acenden
Ascot House
Maidenhead Office Park
Maidenhead
SL6 3QQ

We will use the details you give us on this form to see if we can help you with your complaint. But we may need more information from you.