

Service Complaint form

We are interested in your feedback and take complaints about our service seriously.

If you are dissatisfied with the service you have received from us, please use this form to let us know.

Section A: Your contact details

Please tick the box below to show your relationship to the complaint.

Complainant Enforcement firm Other

Please provide your contact information. If you are requesting a service complaint on behalf of the complainant or the enforcement firm, please also complete Section B.

ECB reference	
Enforcement firm	
First Name	
Last Name	
Position at Enforcement Firm (if you are an enforcement firm submitting a service complaint)	
Address Line 1	
Address Line 2	
County	
Post Code	
Daytime telephone number	
Email address	

Section B: Representative details

If you are raising a service complaint on behalf of the complainant or the enforcement firm, please provide your details.

Title	
First Name	
Last Name	
Address Line 1	
Address Line 2	
County	
Post Code	
Daytime telephone number	
Email address	
Please state your relationship to the complainant or enforcement firm.	

Section C: What aspects of our service are you dissatisfied with?

Section D: How did this affect you?

Section E: How can we put things right for you or improve our service?

Sending your request

Please send this form and any evidence you wish to submit to the Complaints Manager via email at: **complaints@enforcementconductboard.org**

If you are unable to submit your service complaint via email you can post it to us at the Enforcement Conduct Board, PO Box 7956, Wolverhampton, WV1 9US. However, sending your service complaint by post will cause delays.

Signature:	Date:
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Authority to correspond with representative:

If a representative is putting your service complaint for you, and has not been involved earlier in the complaints handling process at the ECB, we would normally need to see some evidence that you have consented to them putting the complaint on your behalf. You must sign below if you are able to do so.

- I have authorised my representative [named above] to put this service complaint for me and to provide you with the information needed to investigate my service complaint.
- I authorise the ECB to correspond with my representative with respect to the handling of my service complaint and understand that the ECB will share information about me to my representative during this process.

Signature:	Date:
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If you are unable to sign the box above, we will contact you separately to progress your service complaint.