

11 Telephone call (live or automated) and fax complaints only

Is the number registered with the Telephone Preference Service (TPS) or Corporate Telephone Preference Service (CTPS)?

Yes No

Date of registration: / /

Is the number registered with the Fax Preference Service (FPS)?

Yes No

Date of registration: / /

12 Was the message diverted to you from another number or email address?

Yes No

If 'yes' please give details. We may need to discuss this with you in more detail later.

13 Has receiving these messages had any practical effect on you?

(eg prevented you receiving urgent messages, incurred costs)

Yes No

If 'yes' please give details.

14 Supporting documents

For fax and email complaints we will not be able to investigate unless you give us:

- copies of the marketing communication you received.

In all cases please send:

- copies of correspondence between you and the organisation or individual concerned in which you objected to receiving such messages or otherwise tried to solve the problem.

Send only documents that are directly relevant to your complaint.

- If you send us too many documents or irrelevant documents, we may return them and ask you to send only the relevant ones.
- If you do need to send a lot of documents, please clearly mark the relevant parts. If you do not, we may return them and ask you to do this.
- You should also send us copies of relevant correspondence between you and any other organisation (for example, Citizens Advice, an industry regulator or ombudsman) showing your attempts to solve the problem.

15 Important information about your supporting documents

We will scan your documents and hold them as electronic records. In most cases, we will destroy the paper documents you send us after six months. You should send us only **copies** of these documents and make sure you keep the originals in case we need them later.

If you cannot give us copies and you would like us to return your documents, please tick here.

Each time you send us something, you must make clear whether you would like us to return it to you.

16 Please list the supporting documents you are sending to support your complaint.

This will help us check we have all the information you sent us. Do not just write 'see attached'.

17 Declaration

- I understand that, during any necessary investigations, you may need to disclose the details I have provided to the organisation or person I am complaining about to enable them to respond properly.
- I have clearly indicated any information that I do **not** want you to pass on.
- To the best of my knowledge I have given you accurate information about this complaint.
- I understand that your policy is to destroy documents relating to complaints after six months. I have clearly indicated those documents that you should not destroy and should return to me.
- I have listed all the documents I am sending with this form.
- I have read the leaflet 'The Privacy and Electronic Communications (EC Directive) Regulations 2003 – When and how to complain about electronic marketing messages'. I understand that you have no powers to punish an organisation for any likely breach of the regulations and that you cannot award compensation.

Signature

Date

**This declaration should be signed by the person making the complaint.
If this is not possible, please explain why.**

18 Please now send your form and supporting documents to:

The Information Commissioner's Office, Case Reception Unit,
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.