

For office use only:
Reference.....

**Form to be completed by a person making a complaint about the
Financial Supervision Commission**

***This form is for use by any person wishing to make a complaint about the actions
or omissions of the Financial Supervision Commission.***

Name of person lodging complaint:.....
(The complainant must be a person with a direct interest or involvement in the subject of the
complaint)

Address:

.....

(Optional): Telephone no.....E-mail.....

Please answer all the following questions:

1. Do you wish your complaint to be investigated under the Commission's formal complaints procedure? YES / NO*
2. In accordance with the list "*Complaints that are covered by the scheme*", please answer the following questions regarding your complaint? Comments may be added in 4 if necessary.
 - Do you have a direct involvement or interest in the subject of the complaint? YES / NO*
 - Have you complained via any other appeal mechanism? YES / NO*
(if YES, please supply details in 4 below)
 - Did the matter you are complaining about occur in the last 12 months? YES / NO*

(* Please delete as applicable)

3. Which one (or more) of the following categories does your complaint fall into? **Please tick.**
 - The Commission has failed to make a decision
 - There has been a significant mistake, lack of care, unreasonable delay, or lack of proportionality
 - There has been a failure of administrative arrangements or an over-restrictive or narrow interpretation of such arrangements
 - Unfair or inappropriate remedies have been applied
 - There has been a breach of confidentiality
 - There has been damage to property
 - The attitude or behaviour of a member of staff has been unacceptable

4. Summary of complaint (please continue on a separate sheet if necessary)

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5. Other comments, if any (please continue on a separate sheet if necessary)

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6. Declaration:

The information which I have given above is complete and accurate to the best of my knowledge.



I understand that the Financial Supervision Commission will process my data in accordance with data protection principles. The Financial Supervision Commission is a Data Controller under the Data Protection Act 2002.

Signed:.....

Date of complaint:.....

(In accordance with the Commission's complaints policy, your complaint will be dealt with as quickly, effectively and confidentially as possible. A copy of the Commission's complaints procedure is available from our offices, our website and will be forwarded to you with our acknowledgement of your complaint.)