

Formal complaint application form

If you have a complaint which you feel has not been resolved through our customer services team please use this form in order to lodge a formal complaint.

To enable us to respond accordingly please supply us with the details of your complaint giving as much detail as you can.

Upon receipt of your letter we will issue you a unique "Ticket number" and send you a letter telling you what we will be doing to resolve your complaint.

Please send copies of any documents which you feel support your complaint.

We are a member of CISAS their contact details are as follows,

CISAS

24 Angel Gate

City Road

London

EC1V 2PT

T: 020 7520 3827 F: 020 7520 3829 E: info@cisas.org.uk

If you have any queries relating to your complaint after it has been logged and a ticket number issued you must make these queries in writing.

Any complaint must be raised by the named account holder unless we hold a copy of any relevant documentation, such as power of attorney documents, allowing a named representative to act on the behalf of the account holder. If we do not hold this information already it can be included with the application form.

Kind regards

The Customer Support team

Application Form

1. Please provide the account holders details below

Name;

Address and postcode;

Telephone;

Account number;

2. If you have a representative acting for you, please give their details below.

Name;

Address and postcode;

Telephone;

If you would like this representative to act on your behalf in future not only in relation to this complaint please confirm this by signing in the box below.

I give permission for the above representative to discuss any aspect of my account not solely in relation to this complaint.

Account holders signature

1. Details of your complaint

In the space below, give us the details of your complaint.

(continue on a separate sheet if necessary)

1. Resolution

Please give details in the box below of what you believe would be a satisfactory resolution

(continue on a separate sheet if necessary)

Your
signature:

Date:

Please check all of the information you have provided, the complaint will be dealt with based on the information provided with this form, any additional complaint not included with this form will be subject to a separate complaint form.

If you wish to post this form to us please send it to the address below along with any supporting documents.

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Crewe
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