

Credit Services Association

2 Esh Plaza
Sir Bobby Robson Way
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NE13 9BA

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E: info@csa-uk.com
W: www.csa-uk.com



Complaint form

How did you hear about/who referred you to the Credit Services Association (CSA)?

(This information is for monitoring purposes only)

Complainant details

Title: Forename:

Surname:

Full address:

Postcode:

Daytime telephone number (inc area code):

Email address:

Preferred method of contact: Letter:

Email:

Who is your complaint against?*

* Please note we can only investigate complaints against members of the Credit Services Association – you can check whether a company is a member on our website www.csa-uk.com or by phoning our office on **0191 217 0775**

Name of Member:

Account/reference number:

Account holder name:

Date the problem first occurred:

Details of your complaint - summary

Complaint summary

Please summarise your complaint precisely, including dates and names of any employees spoken to:

Details of your complaint - Code of Practice

Complaint summary

Please specify the areas of the Code of Practice that you consider the member to have breached (a copy of the Code will have been provided with this complaint form)

Details of your complaint - steps so far/expectations

Complaint summary

What have you asked the member to do to resolve your complaint? And what are your expectations for resolution of this complaint?

Please enclose copies of any documentation supporting your complaint (eg letters, terms and conditions, etc)

(if you have already supplied this or there are none available, please indicate by selecting the appropriate box below)

- Already sent with previous letter(s)
- Copies enclosed
- None available

Read the authorisation below carefully and ensure that both the complainant and account holder (if different) sign where indicated.

AUTHORISATION

- I/We wish this complaint to be considered under the provisions of the Credit Services Association Code of Practice
- I/We acknowledge this complaint form and the details therein will be forwarded to the CSA Member in line with the official CSA Complaint Procedure
- I/We authorise the member to provide you with any relevant information and to discuss details of the complaint with you
- I/We authorise the CSA to discuss the complaint with the complainant (if different to account holder)
- I/We confirm this is a true statement of events leading up to this complaint

Signature(s) of Complainant(s)

(please note that if any account is held jointly both must sign)

Account holder/complainant (if not an account holder)

Name:

Signature:

Date:

Representative/second account holder (if relevant)

Name:

Signature:

Date:

What next?

Return this form to the following address:

Credit Services Association, 2 Esh Plaza, Sir Bobby Robson Way,
Great Park, Newcastle upon Tyne, NE13 9BA

**Provided all is correct, we will raise your concerns with our Member.
An acknowledgement of your complaint will be sent in due course.**