



## **ASSOCIATION OF BRITISH INTRODUCTION AGENCIES**

### **COMPLAINT FORM**

This form is available for use of clients of introduction agencies that are members of the Association of British Introduction Agencies ("ABIA") who have complaints about the services that they have received from those member agencies.

In receiving complaints the ABIA will try to resolve the complaint between the client and the member agency but does not have the power to impose a solution on either party.

When you have completed this form you can send a signed copy, scanned as an email attachment to the email address given at the end of this document, or you can print it and send it to:

The Complaints Officer, The Association of British Introduction Agencies, Suite 109, 315 Chiswick High Road, Chiswick, London W4 4HH

By submitting this form to the Complaints Officer at the ABIA you are consenting to the release of all information (whether paper, electronic or otherwise) held by the member Agency in respect of whom you are complaining to the ABIA and waive any rights under the relevant data protection legislation or confidentiality in respect of that information.

Please delete or cross through options as appropriate.

1 Mr/Ms/Mrs/Miss or Other: (please insert)  
First name:  
Surname:

2 Your address:

Postcode:  
email address:

3 Daytime contact phone number:

**Note:** Please put in the telephone number where we can contact you between 9am and 5pm. Tell us if it is your home or work, or the number of a neighbour or friend. If you do not have a daytime contact number, please put down a number with an answerphone where we can leave a message during the day. If you do not have any of these, please leave this section blank.

4 Your special requirements: If anything makes it difficult for you to use our service, for example if English is not your first language or you have a disability, please use the space below to tell us how we might help you.

5 Which member of the ABIA are you complaining about? **Note:** Please write the name of the agency you want to complain about.

6 Have you complained to the Agency? Yes/No

**Note:** In most cases, before we can investigate a complaint, the member must have a chance to answer it. If you have not complained to the member,, please do so. You can find out how to complain from the Agency's Terms of Business. If you are not satisfied with the answer, or if the Agency does not give you an answer within a reasonable time, you can complain to ABIA.

7 If you know, please say when you complained to the Agency.

8 What do you think the Agency did wrong?

9 How has this affected you?

10 What do you think the Agency should do to put things right?

11. It will help us deal quickly with your complaint if you send us copies of any letters or documents about it. Please say if you would like them returned when we have finished looking at your case.

Yes/No

Your signature:

Date:

To be signed by the person making the complaint