

Enquiry reference number:
(Office use only)



Application form

2011 edition
(For applications received on or after 27 January 2011)

Please fill in this form in BLOCK CAPITALS and return it to us. If you prefer, you can apply online at www.cisas.org.uk. Let us know if you want us to fill the form in for you. If we fill in the form we will send it to you for you to sign. You should read our 'Information for customers' guide before sending the form back to us.

1 Your contact details (the customer)

Name:

Address and postcode:

Phone:

E-mail:

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

Name:

Address and postcode:

Phone:

E-mail:

If you provide e-mail addresses we will normally send you information by e-mail only.

2 Name of the company you are complaining about

Name:

3 How you heard about us

In the space below tell us how you heard about us (for example, from your company, Ofcom, a newspaper, a website or other source).

4 Details of your complaint

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

(Continue on a separate sheet if necessary)

Date you first complained to the company:

Deadlock reference number (if your company gave you one):

What do you want the company to do? (Tick all the boxes that apply.)

Give you an apology Give you an explanation

Give you a product or service Please specify.

Take some action Please specify.

Do something about your bill Please specify.

Give you money How much? £ (Up to £5000)

You **must** put an amount in this box if you want the adjudicator to tell the company to give you money and you **must** provide evidence to justify the amount claimed. **You cannot change the amount at a later date.** If the adjudicator decides in your favour, he or she could award any amount of money up to this figure.

5 Declaration

I understand and accept all of the conditions contained in the 'Information for customers' guide.

Your signature: (the customer) Date:

Your representative's signature (if applicable): Date:

Now send this form, and any documents to support your complaint, to:

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