

TPS COMPLAINT FORM

Please complete the form below, giving as much detail as you can. If you do not provide sufficient details we may not be able to deal with your complaint. Please note that all the information you provide on the form (with the exception of your full address) will be sent to the company in question to help them investigate your complaint. We will acknowledge receipt of your form.



Please return this form to:

Complaints Department
Telephone Preference Service Limited
DMA House
70 Margaret Street
London
W1W 8SS

Tel No: 020 7291 3320

Fax No: 020 7323 4226

YOUR DETAILS

Title _____

Full Name _____

Address _____

Postcode _____

Telephone number _____

DETAILS OF THE COMPANY THAT CALLED YOU

Company name _____

Name of the person who spoke to you _____

Company telephone number _____

Company address _____

Company postcode _____

Website: _____

How did you identify the caller?

☐ Caller told me

☐ Dialed 1471

☐ Internet search

☐ Received recorded message

☐ Directory Enquiries

☐ Telephone Directory

Other, please specify _____

CALL DETAILS

Number at which call was received on _____

Date you received the call _____ / _____ / _____

Time you received the call _____ / _____

Declaration

I understand that:

- During any necessary investigations, Telephone Preference Service Limited (TPSL) may need to disclose the details I have provided to the organisation or person I am complaining about to enable them to respond properly.
- TPSL may also need to disclose your details to the Information Commissioner's Office as the organisation responsible for enforcing the Privacy and Electronic Communications (EC Directive) Regulations 2003 (the law that concerns telemarketing).
- To the best of my knowledge I have given you accurate information about this complaint.

Describe the call you received

- ☐ Sales & Marketing call
☐ Market Research
☐ Recorded Message
☐ Silent call (where upon answering there is silence)
☐ SMS (text) alerts
☐ Reverse call request
☐ Debt collection
☐ Other

What were they calling about?

Have you complained to us about this company before?

☐ Yes

☐ No

Have you had or do you currently have a relationship with the company that called you? (e.g. customer, account holder)

☐ Yes

☐ No

Have you previously asked them to stop calling you?

☐ Yes

☐ No

If yes, please provide details: