

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 provide 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: