

7 When did you first become aware of the problem?

We will not normally contact the organisation if there has been a delay of more than one year.

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8 Supporting documents

We will not be able to investigate your complaint unless you provide us with:

- copies of documents describing what has happened; and
- copies of correspondence between you and the organisation or individual concerned trying to solve the problem.

Send only documents that are directly relevant to your complaint.

- If you send us too many or irrelevant documents we may send them back and ask you to return only the relevant ones.
- In the unlikely event that you need to send a large amount of documents, please clearly mark the relevant parts. If you do not, we may return them and ask you to do this.
- You should also send us copies of relevant correspondence between you and any other organisation (for example, Citizens Advice, an industry regulator or ombudsman) trying to solve the problem.

9 Important information about your supporting documents

Your documents will be scanned and held as electronic records. In most cases, we will destroy the paper documents you send us after six months. You should only send us **copies** of these documents and make sure you keep the originals in case we need these later on.

If you cannot provide us with copies and you would like us to return your documents, please tick here.

You will need to make it clear each time you send us something if you would like us to return it to you.

10 Please list the supporting documents you are sending to support your complaint.

This will help us check we have all the information you sent us. Do not just write 'see attached'.

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11 Declaration

- I understand that during any necessary investigations, you may need to disclose the details I have provided to the subject of my complaint to allow them to make a proper response,
- I have clearly indicated any information which I do **not** want you to pass on.
- To the best of my knowledge I have given you accurate information relating to this complaint.
- I understand that your policy is to destroy documents relating to complaints after six months. I have clearly indicated those documents that you should not destroy and should return to me.
- I have listed all the documents I am sending with this form.
- I have read 'The Data Protection Act 1998 – When and how to complain' leaflet and understand that **you have no powers to punish an organisation for any likely breach of the Act and that you cannot award compensation.**

Signature Date

This declaration should be signed by the person making the complaint. If this is not possible, please explain why.

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12 Please now send your form and supporting documents to:

The Information Commissioner's Office, Casework and Advice Division, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.