

Customer Complaint Form

Please ensure that you fill in this form as accurately and fully as possible to enable us to investigate your claim faster. This form can be completed electronically or by hand.

CDER Ref No.	Title
First Name	Surname
Address	
Postcode	
Contact No.	Email

Please tell us how you would like us to contact you.

Email Post

Are you complaining on your behalf or on the behalf of somebody else?

Your behalf Somebody else's behalf

Please provide the details of the person you are making the complaint for.

First Name	Surname
Address	
Postcode	

What type of debt does your complaint relate to? Please tick all that apply.

<input type="checkbox"/> Council Tax	<input type="checkbox"/> Penalty Charge (Parking)
<input type="checkbox"/> Business Rates	<input type="checkbox"/> Road User Charge
<input type="checkbox"/> Sundry Debt	<input type="checkbox"/> Overpayment of Housing Benefit
<input type="checkbox"/> Commercial Rent	<input type="checkbox"/> Former Tenant Arrears
<input type="checkbox"/> Arrest Warrant	<input type="checkbox"/> Magistrates Court Fine

Other please state):

Complainant Declaration

Please read the authorisation below carefully and ensure that the complainant and/or their representative sign where appropriate.

- I/We authorise the above-named representative to act on my behalf
- I/We authorise CDER Group to contact me or my representative should they require any further information regarding my complaint
- I/We authorise CDER Group to investigate the issues raised in this complaint
- I/We confirm this is a true statement of events leading up to this complaint

Signature(s) of Complainant/Account holder(s)

Signature of Representative

Date:

This form has been specifically designed in order to assist CDER in the manner it handles complaints. Complaints are an expression of dissatisfaction which are treated seriously and dealt with as efficiently as possible. We, therefore, extend our gratitude for the time you have taken to complete this form.

Please send your completed form to:

CDER Group, Floor 9 Peninsular House, 30-36 Monument Street, London, EC3R 8LJ