**COMPLAINT FORM**

**ECB File Number: \_\_\_\_\_\_\_\_\_\_**

### SECTION A PARTICULARS OF THE COMPLAINANT

A.1Full name of the person or body corporate complaining

A.2 Nationality of the complainant, or in the case of a body corporate country of registration and registration number

A.3 In the case of an authority created by law, the name of such authority

A.4 Postal address of the complainant

A.5 Telephone number of the complainant (work/cell number or number where complainant can be reached during day)

A.6 Fax number of complainant (if any)

A.7 E-mail address of complainant (if any)

### SECTION B PARTICULARS OF COMPLAINT

B.1 Briefly state subject matter to which complaint relates and, in so far as available, state the date when, or timeframe within which, the event(s) to which the complaint relates took place

B.2 Describe details and grounds of complaint – it will be useful if complainant can include names of persons involved and relevant dates and attach copies of relevant documents

B.3 Has complainant taken matter up already with any person within ECB or, where the complaint is not lodged against the ECB, with the person or entity against whom the complaint is lodged? If yes, provide full particulars, including the written response of the relevant person / entity.

B.4 What is the purpose of the complaint?

B.5 What outcome(s) is the complainant hoping for?

B.6 If more than 12 months have expired since the event which gave rise to the complaint; please explain why the complaint has not been lodged prior to the expiration of the 12 months.

B.7 Does complainant consent to the ECB investigating the complaint with the individual/institution concerned (within and outside ECB, if any)?

YES/NO

**SECTION C REPRESENTATION**

C.1 Will the Complainant be assisted by an advisor/a representative?

YES/NO

C.2 If yes, provide full particulars of advisor/representative (i.e. name, address, contact numbers, e-mail, etc)

C.3 Why has the Complainant selected to be represented?

C.4 Attach to the complaint form, the written authorisation by the Complainant to the advisor/representative to represent him/her.

Signature of the Complainant

Signature--------------------------------------------------------------------

Name------------------------------------------------------------------------

Date………………………………………………………………...

Witnesses

Signature---------------------------------------------------------- Signature------------------------------------------

Name-------------------------------------------------------------- Name----------------------------------------------

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| **For Official Use** |
| **Complaint Received By:** |
| **Action Taken:** |
| **Initial Response (timeline):** |
| **Informed Complainant of Initial Action Taken:** | **□ – Yes    □ – No** |
| **Follow-up (timelines):** |
| **Informed Complainant of any further action taken:** |
| **File handed on to Compliance Officer** | **□ – Yes   (name) □ - No** |
| **Signature of Investigating Officer:** | **Date:** |