

# Complaint Against a CISI Member Form

To aid us in our investigation, please complete all applicable sections of this form.

Complaints relating to the delivery of professional services should be made to the provider of those services in the first instance, in line with the provider's terms of business.

As a Professional Body, the CISI has no regulatory jurisdiction or investigatory powers, and is unable to provide financial compensation however, we do make every effort to maximise the investigatory powers that we do have, and we will take action where our **Membership Regulations** or **Code of Conduct** have been breached.

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## 1. Complainant Details

Title:

First Name(s):

Surname:

Email address:

Contact number:

Do you wish to remain anonymous? Yes  No

*Please note, should you wish your identity to remain anonymous, the evidence that you provide must either be in the public domain, or be sufficient to enable us to take the investigation forward.*

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## 2. Member Details

Title:

First Name(s):

Surname:

Company Name:

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## 3. Complaint Details

Summary of the complaint:

#### 4. Complaint History (If applicable)

Date your complaint was sent to the firm :   /   /

Have you received a final response from the firm? Yes  No

If yes, please provide a short summary of the outcome, and provide a copy of the firm's response.

Failure by the firm to provide a satisfactory response to your complaint should then be referred to the Financial Ombudsman Service (FOS) or the Financial Conduct Authority (FCA) (or international equivalent.)

Date your complaint was sent to the FOS (if applicable)   /   /

Have you received a final response from the FOS? (or international equivalent) Yes  No

If yes, please provide a short summary of the outcome, and provide a copy of the response.

Date your complaint was sent to the FCA   /   /

Have you received a Final Response from the FCA (if applicable)? (or international equivalent) Yes  No

If yes, please provide a short summary of the outcome, and provide a copy of the response.

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I confirm that the information I have provided within this form is true and accurate to the best of my knowledge

Please send your completed complaint form, along with any additional evidence or documentation to [standards@cisi.org](mailto:standards@cisi.org).