

THE COMPLAINTS COMMISSION

ELECTRONIC COMPLAINTS REGISTRATION FORM

SECTION 1 – About You*

Surname: [Mr./Mrs./Miss/Ms/Dr] Forename(s):
Residence: Mailing address:
Telephone: Daytime: Evening: Email:

SECTION 2 – About Your Complaint*

2a. About which government department or public body do you wish to complain? It is important to try to resolve your problem with the agency's help before complaining to the complaints commissioner.

- (Give the name(s) of the Authority Complained Against:[xx]
- Department/Authority/Committee:[xxxx] Head: [xxxx]
- Public Servant(s):[xxxx]
- **Names and phone numbers of the people you contacted at the agency about your problem:**
 - [xxx-xxxx]
 - [xxx-xxxx]
- **Has this issue ever been the subject of a court hearing? Yes [] No []**

2b. What do you wish to complain about?

(Outline the background to the complaint and give a brief description of what you think the organisation failed to do, or did wrongly. If there is not enough space here, please continue your comments on a separate piece of paper and attach it to the form. Enclose copies of the relevant letters you have written to the organisation, their responses and any other information you think appropriate. If it is difficult for you to photocopy documents, enclose the originals and ask the Commissioner's office to copy them and return the originals to you.

2c How has it affected you?

(Describe how you have suffered or your interests have been affected)

2d What would you regard as a reasonable remedy to your complaint?

2e On or about what date did the action complained of occur?

2f If there has been a delay in telling us of your complaint, please state why.

SECTION 3 – Have you complained to the agency concerned?

If you filed an appeal or grievance, what was the agency's answer? Please attach copies of your appeal and the agency's answer. It is important that we know what you have done to try to resolve the problem.

EITHER: Yes, I have complained []
(If possible, attach a copy of the complaint and the response you received.)

OR: No, I have not complained because ... (give reason)

(Before making a decision to investigate, the Commissioner usually expects that you have put complaints to the department or body concerned, so that they have an opportunity to consider the complaint and offer a remedy.)

SECTION 4 – Declaration

Please sign the statement below

*I claim to have suffered injustice as a result of maladministration by the organisation complained against, and wish the Complaints Commissioner to carry out an investigation.

Please Sign Here: _____

Date:

*Send this form and copies of any papers, receipts, email or correspondence between you and the agency to the following address. Do NOT send original documents. Send copies and keep original documents for your future reference.

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