



**COMPLAINT AGAINST A MEMBER OF YOUR MORTGAGE TEAM**

**COMPLAINANT CONTACT  
DETAILS**

NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
PHONE NUMBER \_\_\_\_\_  
EMAIL \_\_\_\_\_

**MEMBER CONTACT DETAILS**

NAME \_\_\_\_\_  
BUSINESS NAME \_\_\_\_\_  
BUSINESS ADDRESS \_\_\_\_\_  
\_\_\_\_\_

State clearly and in detail the details of the complaint (where, when, what, who, in what circumstances):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\* CONTINUE ON A SEPARATE PAGE IF NECESSARY OR ATTACH A DOCUMENT.

# FORMAL COMPLAINT FORM



HAVE YOU NOTIFIED THE MEMBER OF THE COMPLAINT?

HAS THE MEMBER RESPONDED TO YOUR COMPLAINT?

HAS A RESOLUTION BEEN MET BETWEEN YOURSELF AND THE MEMBER?

IF NOT RESOLVED INTERNALLY, HAVE YOU CONTACTED THE MEMBER'S DISPUTE RESOLUTION SCHEME?

IF YES, HAS THE DISPUTE RESOLUTION SCHEME MADE ANY ARBITRATION DECISION?

HAVE YOU REFERRED THE COMPLAINT TO ANY OTHER REGULATORY BODY OR GOVERNMENT AUTHORITY?

HAVE LEGAL PROCEEDINGS COMMENCED?

**I acknowledge that FSCL complaints process does not provide for any monetary recompense. I agree that the member may provide my personal information to their specified association when responding to this complaint.**

SIGNATURE OF COMPLAINANT \_\_\_\_\_

DATE \_\_\_\_\_