



**Form to be completed by a person making a complaint about the
 Isle of Man Financial Services Authority**

This form is for use by any person wishing to make a complaint about the actions or omissions of the Isle of Man Financial Services Authority.

Name of person lodging complaint:.....
 (The complainant must be a person with a direct interest or involvement in the subject of the complaint)

Address:

.....

(Optional): Telephone no.....E-mail.....

Please answer all the following questions:

1. Do you wish your complaint to be investigated under the Authority’s formal complaints procedure? YES / NO*
2. In accordance with the list “Complaints that are covered by the scheme”, please answer the following questions regarding your complaint. Comments may be added in 4 if necessary.
 - Do you have a direct involvement or interest in the subject of the complaint? YES / NO*
 - Have you complained via any other appeal mechanism? YES / NO*
(if YES, please supply details in 4 below)
 - Did the matter you are complaining about occur in the last 12 months? YES / NO*

(* Please delete as applicable)

3. Which one (or more) of the following categories does your complaint fall into? **Please tick.**
 - The Authority has failed to make a decision []
 - There has been a significant mistake, lack of care, unreasonable delay, or lack of proportionality []
 - There has been a failure of administrative arrangements or an over-restrictive or narrow interpretation of such arrangements []

- Unfair or inappropriate remedies have been applied ()
- There has been a breach of confidentiality ()
- There has been damage to property ()
- The attitude or behaviour of a member of staff has been unacceptable ()

4. Summary of complaint (please continue on a separate sheet if necessary)

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5. Other comments, if any (please continue on a separate sheet if necessary)

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6. Declaration:

The information which I have given above is complete and accurate to the best of my knowledge.

I understand that the Isle of Man Financial Services Authority will process my data in accordance with data protection principles.

🔒 Data Protection Notice

The Authority is registered with the Information Commissioner as a data controller under Isle of Man data protection legislation. The Authority collects and processes personal data to carry out its functions under relevant legislation and may share personal data with other parties where there is a legal basis for doing so. Information on how the Authority collects and processes personal data can be found in the [Privacy Policy](#) on the Authority's website:

<https://www.iomfsa.im/terms-conditions/privacy-policy/>

Please call **+44 (0)1624 646000** if you have any queries.

Signed:.....

Date of complaint:.....

(In accordance with the Authority's complaints policy, your complaint will be dealt with as quickly, effectively and confidentially as possible. A copy of the Authority's complaints procedure is available from our offices, our website and will be forwarded to you with our acknowledgement of your complaint.)