



#### 4. Complaint

When did you first Complain to the Participant?	
Do you have a letter of “ <i>deadlock</i> ” in relation to your dispute?	Yes / No
<b>The ISO is unable to consider your complaint until the Participant’s internal complaints procedure has been used and “<i>deadlock</i>” has been reached.</b> <i>(If Yes, please enclose)</i>	
Have you referred your dispute to any other organisation for resolution? <i>(e.g. the Disputes Tribunal - if Yes, please give details.)</i>	Yes / No
What is your complaint against the Participant and what do you think it should do to resolve the matter? <i>(Please provide us with any documentation/correspondence related to the complaint.)</i>	
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Is English your preferred language?	Yes / No
<i>(If No - please tell us which language you prefer to use.)</i>	_____

#### Privacy Act 1993

- The personal information supplied by you to the ISO, or obtained about you by the ISO, will be used only for the investigation of your complaint or, at the conclusion of the investigation, for reference purposes within the ISO Office.
- To enable the investigation of your complaint, personal information about you may be disclosed to the Participant insurance/savings organisation, or to a third party, unless you advise the ISO that you wish specific information not to be disclosed.
- You have the right to request access to and correction of any personal information held by the ISO. You are entitled to be supplied, on request, with details of any agencies to which the ISO has disclosed personal information about you.
- Failure to supply any personal information requested by the ISO may affect the ability of the ISO to consider and investigate your complaint.

I/We accept that my/our complaint will be investigated in accordance with the provisions of the Privacy Act 1993.

**Signature:** \_\_\_\_\_  
Policyholder(s)

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_  
Complainant(s) *(If different)*

**Date:** \_\_\_\_\_