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| We are sorry that you are unhappy with our service and regret that you have to make a complaint to us. We have been contacted by someone on your behalf, to make a complaint. But we need to make sure that they have your permission to complain on for you. We would like you to complete this mandate and return it to us , so we can investigate the matter for you. **Please complete and return to: Freepost Plus RTAB—EBBR—UTKG, Glasgow Life, Commonwealth House, Albion Street, Glasgow, G1 1LH.** See Specific Privacy Notice below. |
| **1. Your Personal Details – We may make additional checks to verify your identity.** |
| Name: |
| Present Address: |
| Phone number: | Date of Birth: |
| Email: |
| Length of time at this address: |
| If less than two years, please provide previous address: |
| **2. The person who has complained for you.** |
| Name: |
| Address: |
| Phone Number: | Email: |
| Please provide brief details of your complaint. If you have already been issued with a complaint reference number from us, please provide this. |
| **4. Declaration – To be completed by the person wanting to complain** |
| Declaration:I declare that the information I have provided is correct and I authorise the above-named person to act on my behalf in this matter |
| Signed: |  | Date: |  |
| To be completed by the person nominated to act for the person wanting to complain |
| Declaration:I declare that the information I have provided is correct and that I agree to act on behalf of the above-named person in this matter |
| Signed: |  | Date: |  |
|  |
| OFFICE USE ONLY:REQUEST AUTHORISED: YES / NOSIGNED:DATE: | REASON IF REFUSED: |