

TCG London Ltd. Complaint Form

Your Details

Surname: _____

First Name: _____

Company Name (if applicable): _____

Occupation: _____

Date of Birth: _____

Address for Correspondence: _____

Daytime Phone: _____

Home Phone: _____

Email: _____

If you have asked someone else (eg solicitor or relative) to complain for you please give their details here:

Their Name: _____

Their Relationship to You: _____

Their Address for Correspondence: _____

Daytime Phone: _____

Email: _____

Name of advisor who originally arranged the service you are complaining about:

Description of the service which you are complaining about:

What was the original date of the advice, transaction, or poor service that you are complaining about?

Day_____ Month _____Year_____

When did you first realise there might be a problem?

Day_____ Month _____Year_____

When did you first complain to the firm?

Day_____ Month _____Year_____

Please tell us in a few words, what your complaint is.

Please list in date order all communication (the letters, phone calls, emails, etc.) that is relevant to your complaint. This will help us to trace your complaint as accurately as possible.

We will endeavour to resolve complaints as quickly and amicably as possible. Where this is not possible we shall ask an appropriate body to arbitrate, e.g. The Musician Union will provide arbitration where the complaint concerns one of their members.