

**NOTIFICATION OF COMPLAINT AGAINST A CBT MEMBER**

**YOUR NAME:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**NATURE OF COMPLAINT:** \_\_\_\_\_

**CBT MEMBER'S NAME:** \_\_\_\_\_

**CBT MEMBER'S NUMBER:** \_\_\_\_\_

**FULL DETAILS OF COMPLAINT: (IF NECESSARY CONTINUE ON A SEPARATE SHEET)**

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

**Signed:** .....

**Date:** .....

Please complete and sign the above statement and post to:

CBT Consumer Complaints Dept.  
219 Estuary House  
196 Ballards Road  
Dagenham  
Essex RM10 9AB

A copy of your complaint will be forwarded to the CBT member who will then be given the opportunity and time to respond to the CBT regarding the complaint.

You may also make a consumer complaint to your local Trading Standards Service concerning any consumer problem you feel should be investigated or if you need advice visit:

[http://www.consumerdirect.gov.uk/after\\_you\\_buy/making-complaint/](http://www.consumerdirect.gov.uk/after_you_buy/making-complaint/)