

UIA Complaint form

Using this form

Please use this form if you wish to make a complaint about a **UIA Member**. All complaints will be given a reference number and communication will be in writing via email
A list of members can be found by clicking on the attached link

What happens to the information in my complaint form?

Details of your complaint will be passed to the TPI about whom you are complaining by the UIA Board. Should the complaint be escalated to the Appeals Panel, all details, with accompanying evidence and the UIA Board's findings, will be passed to the Appeals Panel.

About you:

Title: (Mr. Mrs. Ms. Other)

First name(s): _____

Last name(s): _____

Company Name: _____

Position Held _____

Address: _____

_____ Post Code _____

Email: _____

Telephone: (Inc STD) _____

What is your complaint about? Please consider using the following details to describe your complaint: what your complaint is about, who was involved, and what was said and done.

Complaint details

Additional information

It is important that your complaint can be supported by evidence so we can handle it fairly, effectively, and promptly. **Please ensure that you are able to provide all communications to/from the TPI and any supplier(s) involved once we have issued you with a case number.**

Where to send my complaint form

This form can be submitted online, or emailed to admin@u-i-a.org marked in the subject header **COMPLAINT**, or posted to:

Utilities Intermediaries Association
P.O. Box 355
Tunbridge Wells
Kent TN2 9ED
T. 01580 879777