



Consumer Complaint against ICT Licensee

Instructions for completion

- You should first attempt to resolve your complaint directly with the Licensee. Only if you get an unsatisfactory response, or no response at all, should you take your complaint to OfReg (the 'Office').
- Print clearly – illegible, unclear or incomplete application forms may delay processing.
- Please attach to this form copies of all correspondence that you have had with the Licensee concerning the subject of your complaint.
- Queries concerning the completion of this form should be directed to the Office at 1-(345)-946-4282, fax 1-(345)-945-8284, or email complaints@ofreg.ky.

Privacy and Disclosure

- Full details of your complaint will be passed to the Licensee
- The Office normally discloses the content of complaints by making it available for public inspection at OfReg's office and/or posting it on the Office's web site.
- If you do not wish it to be made public (although it will still be passed to the Licensee), please say so in your narrative and give reasons for your request.
- The Office cannot process anonymous complaints.

Complainant's Details

1. Your Full Name

2. Your Email Address (if any)

3. Your Telephone Number

4. Licensee subject of your complaint

5. PO Box and District

6. Physical address

7. Date complaint first notified to Licensee (dd-mm-yyyy)

Details of Complaint (Include dates, times, individuals as appropriate. Continue on separate sheet if required)

Response by Licensee (Continue on separate sheet if required)

Signature _____