**Template for the submission of complaints**

1. **Personal data of the complainant**

Full name/Legal entity name

Registration- or personal ID number

Address (street number, postcode,   
city and country/ firms registered office)

Telephone

Email

1. **Contact details (if different   
   to the above)**

Full name/Legal entity name

Registration- or personal ID number

Address (street number, postcode,   
city and country/ firms registered office)

Telephone

Email

1. **Information about the complaint**

Description of the complaint (where relevant, any documents supporting the facts mentioned)

Which service does the complaint concern

Date(s) of the events that have led to the complaint

Description of damage or loss (where relevant)

Other comments or relevant information (where relevant)