



Office of Fair Trading (OFT)

Complainants Procedure

The OFT is committed to providing the best possible service to the public. If you feel that the OFT has failed to provide you with a good service however you are entitled to make a formal complaint using the procedure set out below:

How to make a complaint

If you wish to make a formal complaint please write to the Chief Executive Officer (CEO):

By e-mail: oft.complaints@gibraltar.gov.gi

By post: Office Fair Trading
Suite 975
Europort
Gibraltar

What to include in your complaint

Set out your complaint as clearly and briefly as possible. Be specific about the nature of your complaint. It is useful to set it out in a logical order. Please include:

1. Your name and contact details;
2. Relevant dates and times;
3. The OFT staff you have dealt with;
4. A description of the incident or decision;
5. Details of meetings and any steps you may have taken already to resolve the problem; and
6. Any explanations you think are important.

Please also indicate what action or outcome (if any) you would like to see as a result of your complaint.

You can find a sample complaint letter template on the Office of the Ombudsman's website, which you can access on the following link: <http://www.ombudsman.org.gi/complaint/public-service.htm>

How the OFT processes your complaint

Once the CEO is in receipt of your complaint the matter will be investigated fully. The CEO will revert to you with any questions or a decision within a period of two weeks from the date the complaint.

If you are unsatisfied with the OFT's response

If you are unsatisfied with the CEO's response you may submit a complaint to the Public Services Ombudsman:

Gibraltar Public Services Ombudsman
10 Governor's Lane
Gibraltar
Tel: (+350) 200 46001
E-mail: info@ombudsman.gi
Web: www.ombudsman.org.gi

