**Consent form — For someone to act as my representative for the consideration of my complaint**

I wish for the below named personto be my authorised representative (the “Representative”) with The Motor Ombudsmanfor my complaint.

I confirm that:

* I have read the submission made on my behalf and confirm that it accurately reflects the nature and details of my complaint**.**;
* I understand that access to my personal information and the vehicle’s history will be required in order to investigate and respond to the complaint and may been processed by the people involved in, investigating, and responding to my complaint;
* I agree that relevant personal information about me may be shared, gathered and processed in line with UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (the relevant “Data Protection Legislation”);
* I give permission for my Representative to act on my behalf while my complaint is being handled. I also agree that information about my complaint can be shared with them; and
* I understand that my data will be processed in line with the Data Protection Legislation.

**Consumer Details (Registered Keeper / Contract Holder / Complainant)**

|  |  |
| --- | --- |
| **Name** |  |
| **Case Number (if known)** |  |
| **Address** |  |
| **Post code** |  |
| **Telephone contact no(s)** |  |

**Representative Details (Third-Party Details - Friend / Family Member / Other Representative)**

|  |  |
| --- | --- |
| **Name** |  |
| **Email address** |  |
| **Telephone contact no(s)** |  |
| **Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Consumer Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

Should you have any questions about this form or the process please contact us at **0345 241 3008** or by email to **consumer@tmo-uk.org****.**

If you wish to withdraw your consent, or remove a third party, please contact us at **0345 241 3008** or by email to **gdpr@tmo-uk.org****.**

Please submit this consent form to **consumer@tmo-uk.org** by replying to our original email we sent you when we setup your case ensuring that our case thread id is included for us to document your consent on your case alternatively you can post to the following address:

The Motor Ombudsman Ltd

71 Great Peter Street

London

SW1P 2BN

Tel: 0345 241 3008