

Office of Fair Trading (OFT) Complaints 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 of Fair Trading
Suite 932b
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.

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 of 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 either the Customer Care Hub or the Public Services Ombudsman. Please find their contact details below:



GIBRALTAR

Customer Care Hub
323 Main Street.
Opening hours:
Monday to Thursday 8:30am to 3:00pm
Friday 8:30am to 2:30pm
E-mail: CCHub@egov.gi

Version 1.2

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

Appeal Process

Should you wish to appeal a decision made by the OFT, you may write to the **Decision-Making Committee of the OFT (DMC)**, that is responsible for hearing and considering appeals in this regard.

You may submit your appeal marked to the attention of the DMC Secretary as follows:

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

By post: Office Fair Trading Suite 932b Europort Gibraltar