

COMPENSATION CLAIM FORM

COMPLETED FICTIONAL EXAMPLE - DO NOT SUBMIT

Please complete this form if you believe you have experienced a loss, damage, inconvenience or a service problem that was our responsibility.

Please tell us what happened and how it has affected you.

We will ask you to provide supporting evidence, such as photographs, receipts, invoices or other information that helps us understand your claim.

If you need help completing this form, please contact us and we'll be happy to assist. Any information you provide will be handled confidentially.

1. Your details

What to include
Your full name, the address connected with the claim, and the best ways for us to contact you.

Name:	Alex Taylor (fictional example)
Address:	12 Example Close, Anytown, AB1 2CD
Email address:	alex.taylor@example.com
Telephone number:	07123 456789

2. Complaints

What to include
Tell us whether you have already made a complaint about the same issue. If you have, add the complaint reference so we can link the records.

Complaint form completed?	Yes ☒ No ☐
Complaint reference number: (if applicable)	CMP-EXAMPLE-001

3. Reason for claim

What to include

Explain what happened in date order. Include when you first reported it, appointment dates, what service was unavailable, when it was restored, who you spoke to, and how the issue affected you and your household. Avoid including unrelated history.

- On 4 January 2026 at about 8.30am, my boiler stopped working. I had no heating or hot water. I reported it by telephone at 9.00am and was given repair reference REP-EXAMPLE-101.
- An engineer attended at 3.00pm that day and said a replacement part was needed. The repair was not completed within the 24-hour target.
- Two temporary electric heaters were delivered on 5 January. They provided some heat but no hot water.
- I contacted the repairs team for updates on 5, 6 and 7 January. The replacement part was fitted and the heating and hot water were restored at 2.00pm on 8 January.
- One member of my household has a health condition which made keeping the home warm particularly important. I explained this when I first reported the fault.
- The delay caused distress and inconvenience. I am asking you to consider the period after the repair target, the additional electricity used by the temporary heaters and the effort needed to obtain updates.

4. Evidence of loss

What to include

List each amount or item separately. Explain how it relates directly to the service failure and attach evidence such as receipts, bills, photographs or invoices. Costs must be reasonable and reasonably incurred. Keep damaged items available for inspection if asked.

- Additional electricity: £18.40. I have attached an energy usage statement covering 4 to 8 January. This cost arose from using the two temporary heaters and a comparable bill for the same period the previous year.
- Loss of heating and hot water after the target completion time: amount to be assessed under the Compensation Policy. Evidence: repair reference REP-EXAMPLE-101 and appointment messages.
- Distress, inconvenience and repeated chasing: amount to be assessed under the Compensation Policy. Evidence: copies of relevant emails and a note of telephone calls made on 5, 6 and 7 January.

5. Home contents insurance

What to include

Tell us whether you have made an insurance claim if belongings or decorations were damaged. If you have not claimed, briefly explain why. Not having insurance does not by itself mean compensation will be payable.

Insurance claim made?

Yes ☐ No ☒

If no, please explain:

I have not made a home contents insurance claim because I am not claiming for damaged belongings. My claim concerns the loss of heating and hot water, additional electricity costs and the impact of the repair delay.

6. Supporting documents attached

Helpful evidence

Only attach documents that support your claim. Do not send original documents unless we specifically ask for them.

Attached	Document
☒	Energy usage statement
☒	Repair attendance record or appointment messages
☒	Copies of relevant emails
☐	Photographs
☐	Receipts or invoices
☐	Other supporting evidence

7. Declaration

Before signing

Check that the information is accurate and that you have attached the evidence you want us to consider. The original blank form asks you to confirm that the information provided is true.

Your signature:

Alex Taylor (example only)

Date:

10 January 2026