

**From:** [REDACTED]  
**To:** [Complaints](#)  
**Subject:** Complaints Form  
**Date:** Friday 14 November 2014 15:34:12  
**Attachments:**

Form field	Value
<b>Name</b>	
<b>On behalf of</b>	
<b>Address</b>	
<b>Telephone number</b>	[REDACTED]
<b>Email</b>	[REDACTED]
<b>Fax number</b>	
<b>Subject</b>	Reception of calls
<b>What are the details of your complaint?</b>	On 11-14 at 15:25 I called to the standard BEI number on your website and the person didn't help me at all and told me he had too many calls waiting like thousand to talk to me and hanged up. Then I called back and the same person answered so it is obvious that he didn't have any call. Still, he didn't want to help and I told him I wanted to fill a complain about this and he hanged up once more.
<b>What do you expect to achieve?</b>	A explanation for his behaviour and an apologize from the bad service provided.
<b>priorContact</b>	Yes
<b>With whom?</b>	Person working on the phone (standard BEI number published on the website). shift: 14 November at 15:25h. He refused to give his name.
<b>When</b>	14 November at 15:25h
<b>Treat as confidential?</b>	No