



Complaints and Appeals Complaint Form

CA4

Important notes:

Use this form to tell us about your complaint if we've replied to your initial query (step 1 of the complaints process) and you remain dissatisfied.

Complete the form in full including the 'Your information' section. We may need to contact you if we need more information.

We will tell you the outcome of your complaint when we have completed the work.

Read the [Complaints procedure](#) guidance on GOV.UK, before you start.

Make sure the email address you use to send us this form is registered on the Rural Payments service.

To fill in the form electronically:

1. Download the form and save it to your computer.
2. Fill in the form and save it again.
3. Make sure you have the relevant permission levels in the Rural Payments service.
4. Use the subject heading 'Complaint form' and include your SBI number.
5. For Grant Funding Schemes, please respond to your decision email, attaching a copy of your completed form. For all other schemes, email your completed form and any supporting documents to ruralpayments@defra.gov.uk

To fill in the form on paper:

1. Print the form
2. Fill it in
3. Make sure you put your unique customer reference number on all pages or documents you send to us
4. Attach copies of any relevant supporting documents securely to this form
5. Post the form and any supporting documents to 'Rural Payments Agency, PO Box 352, Worksop, S80 9FG'
6. Or, you can submit it by email. Scan the completed form and any supporting documents, attach them to an email. For Grant Funding Schemes, send as a response to your decision email - for all other schemes, send to ruralpayments@defra.gov.uk.

If you have any questions about filling in this form, call the Rural Payments helpline on 03000 200 301 or email ruralpayments@defra.gov.uk.

Part A - Your details

County/Parish/Holding (CPH) number **or**
Single Business Identifier (SBI) **or** Trader **or**
Vendor number or Claim or Agreement number
or Project reference

Name

Address
(inc postcode)

Contact telephone number

Mobile

Contact email address

How should we contact you?
(letter, email, phone)

Part B - What happened

Tell us what happened. (Please give dates and as much information as you can.)

If you need more space please use the CA6 continuation sheet. Make sure you tell us on the sheet which question the information relates to.

Please note, for Rural Development Programme for England (RDPE) socio-economic schemes you can only complain against our funding decision if you think that we have:

made a mistake

made a processing error

got the law wrong

If this is a complaint about an RDPE decision please select the relevant category.

Tell us what happened (continued).
Please give dates and as much information as you can.

How did this affect you or your business?

Are you providing additional documents?

No

Yes please specify in the box below

How would you like us to settle your complaint?

Part C – Who you’ve spoken to

Name

RPA office

Part D – Your declaration

Signature (don’t sign if you’re filling in the form electronically)

Name

Status (for example agent, sole trader)

Date

Part E – Data Protection

For information on how we handle personal data go to www.gov.uk and search for ‘Rural Payments Agency personal information charter’.