|  |  |  |  |
| --- | --- | --- | --- |
| Submit the completed form with enclosures to: | Ankenævnet for Feriehusudlejning  Amagertorv 9, 2.  DK-1160 Copenhagen K  Denmark | |  |
| **Complaint form**  (PLEASE WRITE IN BLOCK LETTERS OR USE A TYPEWRITER/PC)  The Board of Appeal solely deals with a complaint if you have approached the rental agency at first, and the approach did not result in a satisfactory solution for you.  The board processes complaints about letting agencies that are established in Denmark from lessees regarding their stay in and renting of holiday homes. A complaint about a letting agency that is established abroad can, however, be processed if the case is more related to Denmark than to the country of establishment if the parties so agree. A lessee is understood to be a person who is primarily taking action outside of his or her profession. A letting agency is understood to be an intermediary of holiday homes, the letting of holiday homes owned by private individuals to the extent that the letting does not have the nature of occasional letting, as well as the letting of holiday homes by companies.  The Complaints Board may hear any case concerning matters related to the contractual obligations between the parties which means that cases concerning personal injury or damage to property can not be processed.  When this complaint form is submitted, a fee is to be paid in order to cover the treatment of the complaint. The fee will be refunded if your claim is completely or partially sustained. The fee is 40 Euro.  The fee is to be paid into the board’s account in the bank “Spar Nord”:  Spar Nord Bank A/S, Hasserisvej 111, DK-9000 Aalborg, Denmark  IBAN Number DK9192864580254891  SWIFT Address/BIC SPNODK22  (Reg. no. 9286, account no. 4580254891)  Please attach  Relevant correspondence  Copy of rental agreement  The rental agency’s sales material about the house  Terms of rental  Other documentation  Receipt, fee  Information about the tenant: | | | |
| Tenant’s name: | | | |
| Address: | | | |
| Postal code / Town | | | |
| Country: | | | |
| Telephone (private): | | Telephone (work): Direct: | |
| E-mail (private): | | | |

**Information about the rental agency:**

|  |
| --- |
| **Agency’s name**: |
| **Address**: |
| **Postal code/town**: |

**Information about the tenancy (enclose copy of tenancy agreement):**

|  |  |
| --- | --- |
| **Agreement number**: | **Agreement date**: |
| **Tenancy period (date from/until)**: | **Catalogue number  (catalogue code of the house)**: |
| **House address**: | **Postal code/town**: |
| **Potential additional services**: |  |
| **Further information about the tenancy (eg. price)** | |

**With what are you discontented?**

|  |
| --- |
| **What would you like to complain about? What documentation do you have for your complaint?**  Please note that you, being the complainant, bear the burden of proof for any claims of deficiencies of the holiday home you include in this field. Examples of proof of claims include photos, videos, specifications of the contractual basis, correspondence, etc.  (Write your complaint here – max 1 A4 page – do NOT refer to enclosed material): |

**Your complaints to the agency (enclose copy of written complaints):**

|  |
| --- |
| **When did you complain to the agency? (date)**:  **How did you complain? (verbally / in writing)**: |

**The reply from the agency (enclose copy of written reply):**

|  |
| --- |
| **When did the agency reply (date)**:  **How did the agency reply? (verbally / in writing)**: |

**What are your claims for the solution of dispute?**

|  |
| --- |
| **What do you claim from the agency (an exact amount)**: |

**Additional information of importance for the board’s treatment of the case (Please enclose copy of all relevant materials):**

|  |
| --- |
| **Please write your account number (IBAN/SWIFT/BIC and account number) if any amount should be returned if your claim is completely or partially sustained or if the complaint is being rejected**: |

I the undersigned herewith request the complaints board for holiday house rental to take a position on the above complaint. At the same time, I verify the truth of the above information.

I the undersigned expressly consent to the Board of Appeal for Holiday Homes to receive my personal information included in the complaint form and in the other documents of the case in order to process my complaint, and that the secretariat, the Board of Appeal and the rental agency (the respondent) during the process will receive and be aware of my personal information.

|  |  |
| --- | --- |
| Date: | Signature: |