

BRIDGEWATER HOUSING ASSOCIATION LTD
 COMPLAINTS HANDLING PROCEDURE STAGE 2
 COMPLAINTS FORM

Our Ref:

1. PERSONAL DETAILS

NAME

TEL:

ADDRESS

E mail:

2. DETAILS OF YOUR COMPLAINT

Please complete A or B (or both A and B if you feel it is appropriate).

A. Does the complaint relate to a failure to comply with the Property Factors Act Code of Conduct?

Please read the code of conduct (This is available at www.hohp.scotland.gov.uk and then tick the appropriate section which specifies the part of the Code which you believe has been breached.

We have failed to comply with the Written Statement of Service.

We have failed to communicate and or consult with you appropriately.

We have failed to comply with our financial obligations to you.

We have failed to comply with our Debt Recovery Policy.

We have failed to comply with the code's requirements on Insurance

We have failed to carry out Repairs and Maintenance in accordance with the code or terms of conditions.

B. Or is it about any other aspect of our service.

There have been unacceptable delays in responding to enquiries and or requests.

You have not been treated properly by a member of our staff, committee or a contractor we employ.

We have failed to carry out Repairs and Maintenance in accordance with the code.

You disagree with our decision.

3. FURTHER INFORMATION

In order for us to investigate the complaint without having to ask you for more information, it is important that you provide us with as much detail about the complaint that you can. Please therefore complete sections A to D below. Continue in a separate sheet if necessary.

A. WHAT IS YOUR COMPLAINT? Describe what has gone wrong and when this happened.

B. REASON FOR COMPLAINT. What are your reasons for considering that we have failed to resolve the complaint?

C. HOW HAS THIS AFFECTED YOU? Describe how what has gone wrong has affected you.

D. WHAT WOULD HELP TO RESOLVE THE PROBLEM? Tell us how you would like your complaint to be resolved and provide us with your reasons. For example asking us to apologise, or asking us to take other appropriate steps.

TODAY'S DATE

SIGNATURE