



BRIDGEWATER HOUSING ASSOCIATION LTD  
COMPLAINTS HANDLING PROCEDURE STAGE 2  
COMPLAINTS FORM – Tenants and Applicant Services

Our Ref:

### 1. PERSONAL DETAILS

NAME

TEL:

TODAY'S DATE

ADDRESS

E mail:

### 2. WHAT IS YOUR COMPLAINT ABOUT?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on your behalf. Most complaints fall within the following categories. Please tick which one(s) more adequately describe the nature of your complaint.

C1. Failure to provide service.

C2. Inadequate standard of service.

C3. Dissatisfaction with policy.

C4. Disagreement with a decision where the customer cannot use another procedure such as an appeals procedure.

C5. Treatment by or attitude of a member of staff, committee member, or contractor.

C6. Our failure to follow the appropriate administrative process or procedures.

C7. Delays in responding to enquiries and requests.

C8. Lack of provision or the provision of misleading, unsuitable or incorrect advice or information

### 3. WHO HAS BEEN DEALING WITH YOUR COMPLAINT

Do you know the name of the person who has been dealing with your complaint so far?

NAME(S)

#### 4. DETAILS ABOUT THE COMPLAINT

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, and continue on 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 your 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 some other action.

Signed