Oak Tree Housing Association Ltd Complaints Form

You can use this form to make a complaint about any aspect of our service. You can also complain by telephone, email, or during a personal interview. This form outlines the information we require to consider your complaint so you may wish to consider the information requested in this form even if you choose to complain in another way.

It will help us if you fill in this form clearly and remember to sign it and return it with copies of paperwork about your complaint. When did the problem you are complaining about happen? Date / / If you have known about this for more than 6 months please tell us why you are bringing it to us now (give details below). Section 1 What are you complaining about? Please tell us what your complaint is about and explain in detail what has gone wrong. Use the space below and continue on another sheet if you need to.

Section 2

From the information given in Section 1, please now list the main points of complaint that you want us to look at.

Please list:		
1.		
2.		
3.		
4.		
T.		
Г <u>-</u>		
5.		
Section 3		
How have you suffered as a result of the complaint? Give details below:		

Section 4 What do you want us to do for you? Section 5 Person making the complaint Please fill in this section with your details using CAPITAL LETTERS. If you are complaining for someone else you must fill in this section AND Section 6. Your name(s): (Mr/Miss/Ms/Mrs/Other) Your address and postcode: Your phone numbers: Mobile Daytime Your email: Your signature: Date: Please tell us if you need information from us in another language or format by ticking the

Please tell us if you need information from us in another language or format by ticking the box below:

Braille
Audio version
Another language (give details)
Large font
Any other needs - give details below

Section 6 Complaining for someone else

If you are complaining for someone else fill in this section with their details using CAPITAL LETTERS.

Their name: (Mr/Miss/Ms/Mrs/Other)			
Their address and postcode:			
The in a base a country to a second			
Their phone numbers: Daytime Mobil	le		
Their email:			
What is your relationship to this person?			
	plaint to sign the consent below, if they can, to unable to sign for any reason, please tell us why		
·	in Section 5 to make my complaint for me. I nformation about me and my complaint to this		
Signed:			
Date:			
Return this form to : Oak Tree Housing Association Ltd. 40 West	Stewart Street, Greenock, PA15 1SH		
Alternatively, you may wish to contact us by; Telephone 01475 807000; Text 07866 555 538 or e-mail info@oaktreeha.org.uk			
This form is also available on our website:			