

## HOUSING RELATED COMPLAINT FORM

Blue Pits Housing Association is committed to understanding your complaint and putting things right when we have got things wrong.

If you are not happy with the quality of your housing service, including the timing and standard of repairs carried out in your home, or the contractors who have worked in your home, then please use this form to tell us what went wrong.

This will help us deal with your complaint quickly and we will do our best to put things right as soon as possible.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

My Complaint is about:

When we receive your complaint, we will let you know in writing within 5 working days and aim to agree on a solution.

If we need more information, we will get in touch with you. Please let us know how you prefer to be contacted:

In person ☐

By email ☐

By telephone ☐

By letter ☐

You can submit your complaint to us in any of the following ways:

**Office Landline:** 01706 345886 (Monday to Friday 9am - 5pm)

**Email:** [housingcomplaints@bluepitshousingaction.com](mailto:housingcomplaints@bluepitshousingaction.com)

**Webform:** [www.bluepitshousingaction.com](http://www.bluepitshousingaction.com)

**By giving this form to your worker** (All of our staff will support you to raise a complaint.)

The information you supply will only be used for the purpose for which it is given and will be managed in keeping with our Data Protection Policy.

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For office use only:

Date form received \_\_\_\_\_

Date complaint acknowledged \_\_\_\_\_ Acknowledged by \_\_\_\_\_

Method of written acknowledgment (Email to complainant/by post to complainant/by hand to complainant)