



**Complaints Form**

Although the Association is committed to providing high quality service sometimes things can go wrong and when this does we are determined to establish how this happened and try and put things right.

In order to be able to investigate a complaint we need to know the circumstances and the details relating to this.

This Complaints Form, which should be completed in black ink, will assist with the achievement of our complaint handling objectives.

Please note that any information provided will only be used to deal with your complaint and to improve our services and will be retained by the Association in accordance with the requirements of the Data Protection Act.

*Prior to completing this form it would useful to read the Summary Complaints Guide produced for service users a copy of which can be obtained by contacting the Association by post , email or by telephone.*

Once completed please return this Complaints Form to;

**Ochil View Housing Association, Ochil House, Marshall, Alloa, FK10 1AB or email [customersevices@ochilviewha.co.uk](mailto:customersevices@ochilviewha.co.uk)**

**1. Your Personal Details**

<b>Name</b>		
<b>Address</b>		
	<b>Post Code</b>	
<b>Telephone</b>	<b>Home</b>	
	<b>Work</b>	
	<b>Mobile</b>	
<b>Email</b>		

**2. About Your Complaint**

Please give details of your complaint and explain what has gone wrong. Try to include dates and all the main points as this will assist us in considering your complaint. If you need extra sheets please enclose these with the form.

**3. Have you complained about this issue before?** (Please tick as appropriate)

Yes  No

If yes please confirm when this was, if known

**4. How did you contact us?** (Please tick as appropriate)

In person	
In writing	
By telephone	
By email	

**5. Please give the name of the person who dealt with your previous complaint?**

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**6. How would you like us to resolve the complaint?**

Please explain what action you would like the Association to take to resolve your complaint

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<b>Signature</b>	
<b>Date</b>	

**NOTE**

Information on the Associations website – [www.ochilviewha.co.uk](http://www.ochilviewha.co.uk) includes the following documents relating to complaints;

1. Service Users Summary CHP
2. Complaint Handling Procedure (full procedure)
3. Complaints Form (this form)