



St Kentigerns Church, St Kentigerns Court
 15 Hope Street, LANARK ML11 7LZ
 Tel – 01555 665316 Fax – 01555 666144
 Email – mail@clydesdale-housing.org.uk
 Clydesdale Housing Association Limited is a Registered Scottish Charity (SC034228)

Complaints Form

If you wish to make a complaint please complete and return this form to the address above. Let us know if you require help in completing the form and we will arrange for a member of staff to assist you.

Please use BLOCK CAPITALS and remember to sign it when you have finished.

A. Your Details	B. Making a complaint on behalf of someone else
Full Name:	Their Full Name:
Address:	Address:
Postcode:	Postcode:
Daytime contact number:	Daytime contact number:
Email:	Email
<p>The person who experienced the problem should normally complete this form. If you are completing this on behalf of someone else, please complete section B.</p>	<p>What is your relationship to them?</p>
	<p>Why are you making the complaint on their behalf?</p>
	<p>Do they support your action in making the complaint? Yes/No</p>

C. About the complaint

1. What has Clydesdale Housing Association done wrong or failed to do?

2. How has this affected you?

3. What do you think would resolve the problem?

4. When did you first become aware of the problem?

Date:

Have you already approached Clydesdale informally regarding this complaint?

Yes/No

If yes, who dealt with your complaint?

Name:

Job title (if known):

And, what response did you receive from Clydesdale?

D. Signature

Signature:

Date:

Please include all relevant documents, including any response you have already received from Clydesdale if the complaint has been made previously.