

## COMPLAINT FORM

Hounslow Homes want to address any complaints our tenants and leaseholders have about the services we provide. In our view a complaint arises where the service you have received from us does not meet the standards we have set out or, in your opinion, has been handled inappropriately by us or by our representatives or contractors.

This form is one of the ways in which you can have your complaint logged and formally addressed by Hounslow Homes. Please complete it with as much detail as possible and return it to a member of staff or place it in one of the boxes provided.

**Please indicate which category best describes the general nature of your complaint:**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Repairs Service      | <input type="checkbox"/> Major Works         | <input type="checkbox"/> Right to Buy               |
| <input type="checkbox"/> Staff Conduct        | <input type="checkbox"/> Estate Services     | <input type="checkbox"/> Leaseholder Enquiry        |
| <input type="checkbox"/> Caretaking/Concierge | <input type="checkbox"/> Grounds Maintenance | <input type="checkbox"/> Rent Enquiry               |
| <input type="checkbox"/> General Policy       | <input type="checkbox"/> Harrassment/ASB     | <input type="checkbox"/> Abandoned Vehicles/Parking |
| <input type="checkbox"/> Re-Housing/Transfer  | <input type="checkbox"/> Housing needs       | <input type="checkbox"/> Insurance/Compensation     |

Other (please specify) –

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**Briefly explain the circumstances giving rise to the complaint:**

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**Where possible, please include dates and names of Hounslow Homes Officers or Representatives you have spoken to:**

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**What action do you think needs to be taken to help resolve the issues giving rise to your complaint?**

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**Name:**

**Address:**

**Phone number:**

**Signed** \_\_\_\_\_

**Dated** \_\_\_\_\_

Thank you for taking the time to complete this form and help us to improve our services. Hounslow Homes will be in contact shortly to respond to your complaint.