

# Comments & Complaints

**We strive to provide the highest standards of service and we want your views on how we have done.**

**If you have been really impressed, or have suggestions on how we could do better, we would love to hear about it.**

**You can use this form to pass on any compliments, complaints or suggestions you may have.**

**housing  
rights  
service**

# Complaints

If you have a complaint, it will be directed to the most appropriate manager and they will try to resolve it with you informally.

If you are not satisfied with the outcome of the informal resolution, you can initiate our formal complaints procedure.

If you wish to complain about a specific issue or the service you received, you must make your complaint within 3 months of it occurring.

## What we will do with your comments

On receipt of your complaint, comment or feedback Housing Rights Service will aim to:

- acknowledge it within 3 working days
- issue a full response within 10 working days or
- issue a revised response date if unable to respond within 10 working days.

Name \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

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

Email address \_\_\_\_\_

Please detail your complaint or comment below.

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