



## Complaints Form

Please complete the following form providing as much detail as possible. Once completed, send to St Peter's (Saltley) Housing Association, Bridge Road, Saltley B8 3TE or email to [office@stpetershousing.org.uk](mailto:office@stpetershousing.org.uk)

<b>Names of complainant</b>	
<b>Address</b>	
<b>Phone number</b>	
<b>Email address</b>	
<b>Are you a St Peter's tenant?</b>	
<b>Do you have any communication requirements (e.g. an interpreter, audio format, large print)</b>	

<b>What is your complaint about?</b>	
<b>What would you like us to do?</b>	

<b>Have you complained to us before about this?</b>	YES <input type="checkbox"/> NO <input type="checkbox"/>
<b>Who did you complain to?</b>	
<b>When did you make the complaint?</b>	
<b>Did you receive a written reply?</b>	If yes, please enclose / send a copy.

<b>Is there any other information you think we should know to help us with your complaint?</b>

<b>FOR SPSHA OFFICE USE ONLY</b>	
Date received: <input style="width: 150px;" type="text"/>	Complaint No: <input style="width: 150px;" type="text"/>
Passed To _____	
Documents enclosed? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Date _____	
Logged on Central File [date] _____	
Date acknowledged: _____ Investigating officer: _____	
Was the complainant assisted to complete this form? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes, by whom: _____	
Complaint accepted <input type="checkbox"/> Yes <input type="checkbox"/> No	
If no, a letter must be sent to the complainant explaining why the matter is not being investigated?	
Date letter sent:.....	