

COMPLAINTS FORM

If you wish to make a formal complaint about the service you receive from CHADD which is of a serious nature, is a recurrent problem, or involves the integrity of a member of staff, it should be reported in writing to the Chief Executive as outlined in Stage 2 of the procedure using this form. Assistance to complete the form may be requested from a member of staff. The Chief Executive may appoint a senior member of staff to deal with the investigation and you should expect a response within 14 days.

Name of person making the complaint:

Address:

Managing Agent(if applicable)

Brief description of complaint:

(please attach separate statement if necessary or letter of complaint)

Is there supporting evidence for complaint? yes no

If yes, please describe:

Is there a witness to the complaint? yes no

Please give brief details of witness's comments, or attach witness statement if necessary.

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Name of witness:

Address:-

Form completed by	Position	Date
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Complaint reported to	Position	Date
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Response to Resident/Tenant Visit Letter

Nature of complaint

Against:

- | | | | |
|-------------------------|--------------------------|---------------------------------|--------------------------|
| A member of CHADD staff | <input type="checkbox"/> | Managing Agent staff | <input type="checkbox"/> |
| Another Resident | <input type="checkbox"/> | Concerning the property/service | <input type="checkbox"/> |

Brief description of action taken

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Further action required Complaint resolved

To be signed by Resident/Tenant/Advocate or Representative:	Name and status:	Date:
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If the complaint is not resolved please state the name and position of the member of the organisation who will deal with the matter within 14 days:

Name:	Position:
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Date of referral:

Brief details of further investigation

(A separate report may be attached if necessary)

Final outcome/decision

Signed by:	Position:	Date:
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Resident/Tenant has been contacted regarding the final outcome via:

Visit

Letter

Does the matter require review? Yes

No

If yes, review date:

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Anyone who feels that our normal Complaints Procedure has failed to resolve their complaint can appeal to one of the following independent bodies:-

- Housing Association Ombudsman, Palladium House, 1-4 Argyll Street, London, W1V 1AD.
- The National Housing Federation, 175, Grays Inn Road, London, WC1X 8UP
- The Tenant Services Authority (which has replaced the Housing Corporation)
Please note the following advice given by the TSA on their website:

How can I complain about a housing association?

The first step is to contact the association and try to sort out the problem directly with them. All associations registered with us must have procedures to deal with complaints from residents fairly and effectively. Ask a member of the association's staff for details of the complaints procedure. Further information is given in our leaflet 'Putting Things Right'.

TSA does not normally investigate tenant or leaseholder complaints or get involved in disputes between an association and an individual or group of complainants. However, we might investigate a matter directly with an association if we're concerned about a specific issue or if we see any patterns or trends appearing in the complaints received. In these circumstances we will look at overall performance matters and will not resolve or report back on individual or group complaints. All complaints, including those about service charges, repairs and maintenance must be taken up directly with the housing association.

We have two headquarters: London and Manchester.

Tenant Services Authority
Maple House
149 Tottenham Court Road
London
W1T 7BN

Tenant Services Authority
4th Floor
One Piccadilly Gardens
Manchester
M1 1RG