

Complaint form

The Housing Ombudsman Service is set up by law to look at complaints about housing organisations that are registered with us, including housing associations and local authorities. The Ombudsman must decide what is 'fair in all the circumstances'.

Please use this form to tell us about your complaint. If you have any questions about filling in the form or need it in a different format, please call us on **0300 111 3000**. Calls are recorded for training and monitoring purposes.

How we look after your data

As an organisation set up by law we are allowed to collect personal data from you to enable us to consider and investigate your complaint. We will do this fairly and in line with the law on data protection. We have processes in place to ensure your personal data is protected.

If you would like more information please see the privacy notice on our website at www.housing-ombudsman.org.uk or call us on 0300 111 3000.

Section 1: Complainant's details

Please give us your details. If you are complaining on behalf of someone else please include their details here and your details in section 3.

Title: First name: Surname:

Address:
.....
.....

Postcode:

Phone number: Mobile:

Email address:

Preferred contact method:

Email Phone Mobile Post Via representative

Do you have any accessibility or practical needs?

Please provide details of how we can help such as providing large print or audio recordings

.....

Tenure: Applicant Assured tenancy Assured shorthold tenancy Cooperative

Secure tenancy Shared ownership Leaseholder Freeholder Other

Section 2: Your complaint

What is the name of the landlord or other organisation you are complaining about?

.....

Time limits may apply to your complaint so we need to know these dates:

When did you first report the issue?

When did you make a formal complaint?

Have you completed the landlord's complaints procedure?

We need to know this because we can only investigate once the landlord has had the opportunity to consider your complaint.

- Yes** – continue completing this form. Please include a copy of your landlord's final response to your complaint with this form.
 - No** – you should first send your complaint to the landlord
 - Not sure** – please contact us to discuss your complaint
-

Did you complete the landlord's complaints procedure more than 12 months ago?

- Yes** – it is unlikely that we will be able to look into your complaint. Please contact us if you would like to discuss this further.
 - No** – continue completing this form
 - Not sure** – please contact us
-

Has the matter been considered by a designated person?

After completing the landlord's complaints procedure you can refer your complaint to a designated person to help resolve the issue. A designated person can be an MP, a local councillor or a recognised Tenant Panel. If not, you will need to wait eight weeks before we can consider your complaint.

- Yes** – continue completing this form
 - No** – continue completing this form
 - Not sure** – please contact us
-

Section 2: Your complaint (continued)

What is your complaint about?

.....

How have you been affected?

For example, has the landlord's action or lack of action led to you not receiving a service which you should have received, or has it led to you being inconvenienced or incurring a loss?

What has the landlord done since you first submitted your complaint?

What do you think the landlord should do to put the matter right?

For example, do you think that the landlord should carry out certain works, offer further explanation or offer redress?

Section 3: Complaining on behalf of someone else

We are happy to take a complaint from your representative. If you use a representative, this means we will contact them not you. You will both need to sign below.

Representative's name:

Representative's address:

Representative's postcode:

Representative's telephone number:

Representative's email address:

What is the representative's relationship with the complainant?

.....

Please tell us why the complainant is not making the complaint themselves.

.....

Representative's signature

Date

.....

Signature of complainant

Date

.....

I understand that the service may give my representative information about me and the complaint that I am making.

Send us your complaint



Please email your form and a copy of the landlord's final response on your complaint to: info@housing-ombudsman.org.uk



Or you can post it to:

Housing Ombudsman Service
PO Box 152
Liverpool L33 7WQ

Please do not send us any original documents. We do not keep our files for long and all papers are destroyed.

If you have any questions see our website at www.housing-ombudsman.org.uk or call us on **0300 111 3000**.

Calls are recorded for training and monitoring purposes.

Monitoring information

The Housing Ombudsman Service is opposed to unfair or unlawful discrimination. We are committed to ensuring that the service benefits everyone who is entitled to use it.

You do not have to fill in this section of the form but doing so will help us to see if we are achieving our aim of treating everyone equally and to find ways of doing better. We will keep your answers to this section separate from your complaint and completely confidential. We use them for statistical purposes only.

Please tick only one box for each question

Please indicate your age:

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- Over 65
- Prefer not to say

Are you married or in a civil partnership?

- Yes
- No
- Prefer not to say

What is your gender?

- Female
- Male
- Non-binary
- Prefer not to say

Do you identify as:

- Heterosexual/straight
- Gay man
- Gay woman/lesbian
- Bisexual
- Other
- Prefer not to say

Do you consider yourself to have a disability?

- | | |
|-----------------------------|--------|
| None | Yes/No |
| Sensory Impairment | Yes/No |
| Mental ill health | Yes/No |
| Learning difficulty | Yes/No |
| Mobility | Yes/No |
| Long term medical condition | Yes/No |
| Other | Yes/No |
| Prefer not to say | Yes/No |

Please indicate your religion, practice or belief:

- None
- Jewish
- Hindu
- Buddhist
- Muslim
- Sikh
- Christian
- Other religion or belief
- Prefer not to say

How would you describe your ethnic origin?

White

- English/Welsh/Scottish
- Irish
- Northern Irish
- Gypsy or Irish traveller
- Other

Mixed/multiple ethnic

- White + Black Caribbean
- White + Black African
- White + Asian
- Other mixed background

Black/African/Caribbean/Black British

- African
- Caribbean
- Other

Asian/Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other

Other ethnic group

- Arab
- Other
- Prefer not to say