

## Slough Housing Service – Complaints Form

Slough Housing Service want to address complaints that our customers have about the services we provide. In our view complaints 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, our representatives or our contractors.

This form is one of the ways in which you can have your complaint logged and formally addressed by Slough Housing Services. Please complete with as much detail as possible and return to a member of staff or return : Complaints Co-ordinator, Housing Services (The Centre) Slough Borough Council, St Martins Place, 51 Bath Road, Slough, SL1 3UF.

**Q1 Please indicate with a tick in the nearest box which category best describes the general nature of your complaint.**

- |                        |                          |                                |                          |                       |                          |
|------------------------|--------------------------|--------------------------------|--------------------------|-----------------------|--------------------------|
| Repairs                | <input type="checkbox"/> | Leaseholder Enquiry            | <input type="checkbox"/> | General Policy        | <input type="checkbox"/> |
| Major Works            | <input type="checkbox"/> | Tenancy Matter                 | <input type="checkbox"/> | Anti Social Behaviour | <input type="checkbox"/> |
| Staff Conduct          | <input type="checkbox"/> | Rent Enquiry                   | <input type="checkbox"/> | Housing Needs         | <input type="checkbox"/> |
| Estate Services        | <input type="checkbox"/> | Grounds Maintenance            | <input type="checkbox"/> | Re-Housing/Transfer   | <input type="checkbox"/> |
| Insurance/Compensation | <input type="checkbox"/> | Abandoned Vehicles/<br>Parking | <input type="checkbox"/> | Other                 | <input type="checkbox"/> |

**If any other please specify:**

**Q2 Briefly explain the circumstances giving rise to the complaint:**

**Q3 Where possible, please include dates and names of Housing Service officers or representatives you have spoken with:**

**Q4 What action do you think needs to be taken to help resolve the issues giving rise to your complaint?**

**Q5 Your Name**

**Q6 Your Contact Number**

**Q7 Your Address**

**Q8 Signed**

**Q9 Dated**

Thank You for taking the time to complete this form and help us to improve our services. Slough Housing Service will be in contact soon to respond to your complaint.