**Logo, company name

Description automatically generated**

**COMPLAINT FORM**

**SECTION 1**

**Name of Complainant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Home Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Telephone No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_**

**SECTION 2**

**Do you want the Association to deal directly with someone acting on your behalf? YES/NO**

**If YES, please ask your helper or advisor to fill in the section below:**

**My Name is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**My relationship to the complainant is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**My address is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Telephone No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_**

**SECTION 3 – DETAILS RELATING TO YOUR COMPLAINT**

**Please give details of your complaint below. Please attach a separate sheet if required. Remember to include dates, times, names and any other relevant information**

**SECTION 4 – SUPPORTING DOCUMENTATION**

**Please list below any supporting documentation which you are including with your complaint.**

**SECTION 5 – RESOLUTION OF YOUR COMPLAINT**

**What action would you like the Association to take to help resolve your complaint?**

**SECTION 6 - DATA PROTECTION**

**In order to investigate your complaint and help us deliver efficient services, we need to collect relevant personal details. We comply with the Data Protection Act 2018 & GDPR when dealing with personal data. This means that your personal data will be processed in accordance with the law.**

**Please note that we may share personal data with other organisations where appropriate.**

**Please tick the box to confirm that you have read the Data Protection information above and are consenting to Newington Housing Association processing your personal data.**

**Please return the completed form to:**

**F.A.O. The Chief Executive Officer**

**Newington Housing Association**

**300 Limestone Road**

**Belfast**

**BT15 3AR**