



If you hand your complaint to a member of staff, detach this page and ask them to sign and date the receipt for your records.

Receipt for submitted complaint / suggestion / compliment

(service user name)

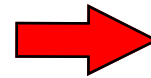
has submitted a complaint / suggestion / compliment

On _____ (date)

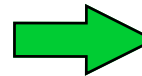
Signed _____ (staff member)



Do you have a complaint about our service or the way in which you have been treated?

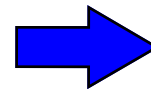


PRHA wants you to be happy with the service you receive from us, but we know that there may be times when you have a complaint. We need your feedback and will treat any complaint you make very seriously and respond to it.



No complaints? Perhaps you would like to make a suggestion or give us a compliment? Please use this form to tell us what it is.

To use this form:



- ◆ Follow the procedure on page 3 in sequence—informal, then stages 1 & 2.
- ◆ Need help with completing the form or require a translation? Please speak to a member of staff.
- ◆ If you hand your form to a member of staff, ask them to sign your receipt on page 4.



Providence Row Housing Association (Central Services)
15a Kelsey St, London E2 6HD
Tel: 020 7920 7300 Fax: 020 7729 8253 E-mail: info@prha.net
Website: www.prha.net

Registration No. L0695, Community Benefit Society No.19322R
Providence Row Housing Association is a Charitable Housing Association incorporating The Project, a registered charity
Registered with the Homes & Communities Agency, the Social Housing Regulator.

PRHA COMPLAINTS / SUGGESTIONS / COMPLIMENTS FORM

Name: _____



Address: _____

Tel / E-mail: _____

This is a: **Complaint** **Suggestion** **Compliment**

(Use additional sheets if necessary)

Have you already talked to a staff member about your complaint?

Yes No (please tick relevant box)

If yes, who and when? _____

Complaints about incidents at projects:

Please give the name of a person / persons who saw the incident take place. We may need to ask them to clarify some details if it is unclear what happened during the incident.

Name of person who saw incident: _____

How / where we can contact them: _____

2 Your signature: _____ Date: _____

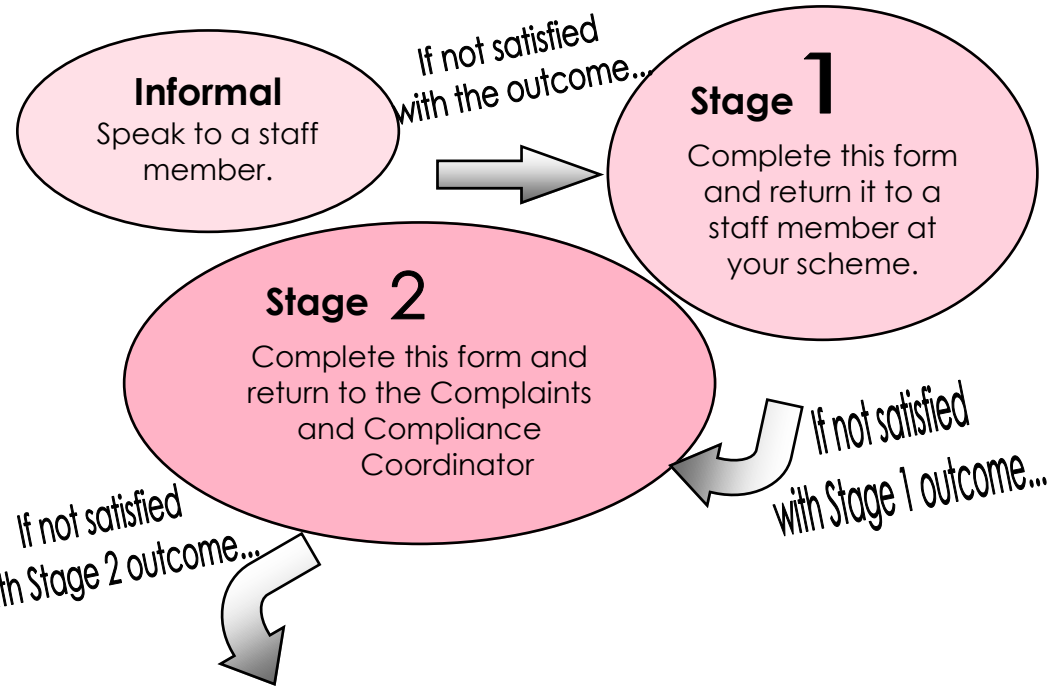
PRHA Complaints / Suggestions / Compliments Procedure

Informal feedback is dealt with verbally. We will acknowledge receipt of all formal complaints (Stages 1 & 2) in writing or by email within 5 working days of receiving the complaint form.

Written response times are as follows:

Stage 1: Investigation carried out. Outcome letter sent within 10 working days.

Stage 2: Investigation carried out. Outcome letter sent within 20 days.



You can contact the **Housing Ombudsman Service** but will need to wait eight weeks after receiving the final decision before submitting the complaint to them. The contact details for the Housing Ombudsman Service are:

- **Online complaint form:** www.housingombudsman.org.uk/residents/make-a-complaint/
- **Phone:** 0300 111 3000
- **Email:** info@housing-ombudsman.org.uk

