



Complaint Form



viridianhousing.org.uk

Complaint Form

You or your representative can use this form to make a complaint. If you need help filling in this form, please ask a member of staff.

You can send this form (without a stamp) to:

FREEPOST, RRUZ-UXRE-AUCE, Business improvement team, Viridian Housing, Aura House, 53 Oldridge Road, London, SW12 8PP.

or email: complaints@viridianhousing.org.uk

Your details

First name

Surname

Home telephone number

Mobile telephone number

Email address

Current address

Postcode

Signature

Date

Your details

What is the nature of your complaint?

Have you contacted someone about this before? Yes No

If yes, who did you contact?

When was this?

Please explain what you would like us to do to put this matter right.

If you would like somebody else to deal with this complaint on your behalf please give their details below. Please ensure that you sign it or we will not be able to process the complaint as Data Protection laws forbid us giving out personal information without written consent.

Your details

First name

Surname

Home telephone number

Mobile telephone number

Email address

Current address

Postcode

Signature

Date

Help and advice

If you have any questions, need help understanding this leaflet, would like it in another language, large print, Braille or on audiotape please contact your local or regional office. Full details can be found in our 'How to contact us' leaflet or on our website viridianhousing.org.uk

Your details

We want to make sure that we offer the best service possible to all members of the community. You can help us by answering the following questions. We will only use your answers for monitoring purposes and we will keep them completely confidential.

What is your gender?

Male
Female
Prefer not to say

What is your age?

16-24 55-59
25-34 60-64
35-44 65-74
45-54 75+
Prefer not to say

To which of these groups do you consider you belong?

White

British
Irish
other White background

Asian or Asian British

Indian
Pakistani
Bangladeshi

Other

Chinese
Gypsy/Romany/Irish traveller
Other

Black or Black British

Caribbean
African
Other Black background

Mixed

White and Black Caribbean
White and Black African
White and Asian
Other Mixed background

Prefer not to say

If 'other', please tell us

Do you have an illness, disability or infirmity?

Yes No Prefer not to say

How would you describe your religion or belief?

Buddhist Christian Hindu Jewish Muslim
Sikh No religion Other Prefer not to say

How would you describe your sexual orientation?

Heterosexual Gay man Bisexual Lesbian Prefer not to say

resident approved

This information has been checked by residents

April 2010

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