



Gatelodge, 8 Flax Street, Belfast, BT14 7EQ
Tel: 028 9059 2110 email: info@nb-housing.org

Complaints Form

(To be completed by member of staff, at request of complainant)

Complainant Details

Name: _____

Address: _____

Contact No: _____

Signature: _____

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 relationship to the complainant is: _____

My address is: _____

Telephone No: _____

Signature: _____

- 1) The complainant has been offered assistance by Association staff to complete this form: **Yes / No.**
- 2) The complainant has accepted this offer **Yes / No.**
- 3) The member of staff has read the record of the complaint to the complainant, and the complainant has accepted the record **Yes / No.**

Complainant:

Signature: _____ **Date:** _____

Staff Member:

Signature _____ **Date:** _____

DETAILS OF COMPLAINT

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

SUPPORTING DOCUMENTATION

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

RESOLUTION OF COMPLAINT

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

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 1998 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 NB Housing processing your personal data.

Please return the completed form to:

**NB Housing
Gatelodge
8 Flax Street
Belfast
BT14 7EQ
Or email to info@nb-housing.org**