

# Customer Complaints Form

Hounslow Homes want to address any complaints our tenants and leaseholders have about the services we provide. In our view a complaint 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 or by our representatives or contractors.

This form is one of the ways in which you can have your complaint logged and formally addressed by Hounslow Homes. Please complete it with as much detail as possible and return it to a member of staff or return to: Complaints Officer, Hounslow Homes Call Centre, Ashmead Road Depot, Ashmead Road, Feltham, Middlesex TW14 9BR.

## PART 1

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**1. Please indicate which category best describes the general nature of your complaint:**

- |                                  |                          |                            |                          |
|----------------------------------|--------------------------|----------------------------|--------------------------|
| Repairs service                  | <input type="checkbox"/> | Major work                 | <input type="checkbox"/> |
| Right to Buy                     | <input type="checkbox"/> | Staff conduct              | <input type="checkbox"/> |
| Estate services                  | <input type="checkbox"/> | Leaseholder enquiry        | <input type="checkbox"/> |
| Caretaking/Concierge             | <input type="checkbox"/> | Grounds maintenance        | <input type="checkbox"/> |
| Rent enquiry                     | <input type="checkbox"/> | General policy             | <input type="checkbox"/> |
| Race crime/Anti-social behaviour | <input type="checkbox"/> | Abandoned vehicles/Parking | <input type="checkbox"/> |
| Re-housing/Transfer              | <input type="checkbox"/> | Housing needs              | <input type="checkbox"/> |
| Insurance/Compensation           | <input type="checkbox"/> |                            |                          |
| Other (please specify)           | <input type="checkbox"/> |                            |                          |

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# Customer Complaints Form

## PART 2

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Hounslow Homes would be grateful if you could in confidence, complete the optional form below. This is in line with our Equal Opportunities Policy and national equalities legislation and will aid us in monitoring our aim of providing equal access and delivery of all our services to you.

### 1. Gender:

Male  Female

### 2. Age:

Under 17  17-25  26-30   
31-40  41-60  61+

### 3. Do you have a disability?

Yes  No

### 4. Sexuality:

Lesbian  Gay  Bisexual   
Heterosexual  Transgender/Transsexual

### 5. What is your ethnicity?

White British	<input type="checkbox"/>	White Irish	<input type="checkbox"/>
White Albanian/Kosovan	<input type="checkbox"/>	Any other white background	<input type="checkbox"/>
White and Black Caribbean	<input type="checkbox"/>	White and Black African	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>	Any other mixed background	<input type="checkbox"/>
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>	Afghan	<input type="checkbox"/>
Kurdish	<input type="checkbox"/>	Sri Lankan Tamil	<input type="checkbox"/>
Sinhalese	<input type="checkbox"/>	Iraqi	<input type="checkbox"/>
Iranian	<input type="checkbox"/>	Lebanese	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/>	Black Nigerian	<input type="checkbox"/>
Black Ethiopian	<input type="checkbox"/>	Black Somalian	<input type="checkbox"/>
Black Ghanaian	<input type="checkbox"/>	Other Black African	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Arab	<input type="checkbox"/>
Traveller	<input type="checkbox"/>	Any other	<input type="checkbox"/>

If other, please specify .....

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## 6. What is your religion?

None  Buddhist  Christian   
Hindu  Muslim  Jewish   
Sikh

Other .....

*Hounslow Homes is fully committed to equality of opportunity for all people, with positive regard and fair treatment for all our communities regardless of age, colour, ethnic or national origin, nationality, race, appearance, religious belief, gender, marital status, sexuality, responsibility for dependants, disability, HIV or AIDS status, trade union or political activity, and any other disadvantaged group in society.*

Full name .....

Address ..... Postcode .....

Phone number .....

Signed ..... Dated .....

## Translations

**If you require a copy of this booklet in your own language, large print or Braille, please contact us on 020 8583 2299 or minicom 020 8583 3122.**

Haddii aanad fahmayn dokomantigan, waxaa kuu diyaar ah kaalmo lacag la'aan ah oo aad ka heli kartid Waaxda Turjumida. Telafoonku waa: 020 8583 2290

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਯੂਨਿਟ ਤੋਂ ਮੁਫਤ ਮਦਦ ਮਿਲ ਸਕਦੀ ਹੈ। ਫੋਨ ਨੰਬਰ ਹੈ: 020 8583 2297

यदि आपको यह दस्तावेज़ समझने में मुशकल आती है तो ट्रांसलेशन युनिट से मुफ्त मदद मिल सकती है। फ़ोन नंबर है: 020 8583 2520

اگر قادر به فهمیدن این سند نیستید، کمک به نحو مجانی از طرف بخش ترجمه فراهم می باشد. شماره تلفن 020 8583 2299 است.

જો તમને આ દસ્તાવેજ વાંચવામાં કે સમજવામાં મુશ્કેલી પડતી હોય તો, ટ્રાન્સલેશન યૂનિટમાંથી મફત મદદ મળી શકે છે. ટેલિફોન નંબર છે: 020 8583 2294

اگر آپ کو یہ دستاویز سمجھنے میں کوئی مشکل ہے تو آپ کو ٹرانسلیشن یونٹ سے مفت مدد مل سکتی ہے۔ ٹرانسلیشن یونٹ کا نمبر یہ ہے 020 8583 2299

**Thank you for taking the time to complete this form and helping us to improve our services. Hounslow Homes will confirm receipt of this complaint within two days and respond within ten days.**

*The information recorded here will be used by Hounslow Homes staff and/or London Borough of Hounslow's Housing Strategy and Services Department to assist us in providing high quality services to our customers. The information may be monitored to ensure quality of access to services and may be subject to audit. It may also be shared with Hounslow Homes Board members and/or other departments or agencies in order to process the information given and/or improve our services. The information will be stored and kept in accordance with our Confidentiality and Access to Files procedure.*