



COMPLAINT FORM

This form should only be used to make a complaint about Haig's action, lack of action or the standard of a service or policy. It should not be used to register a complaint about neighbours or other residents. If you would like help completing this form please contact your Housing Manager on 020 8685 5777.

Name:	
Address:	Telephone No:
	Email:
Please tell us why you are making a complaint: 	
Continue on next page	

Continued:

(Please continue on a separate sheet if necessary)

What would you like Haig to do in respect of your complaint?

Signed:

Date:

Please tell us why you are not satisfied with how we dealt with your original complaint:

July 2018

Data Protection

1. All personal data that Haig Housing Trust (the "Trust") may use will be collected, processed, and held in accordance with the provisions of EU Regulation 2016/679 General Data Protection Regulation ("GDPR") and your rights under the GDPR.
2. For complete details of the Trust's collection, processing, storage, and retention of personal data including, but not limited to, the purposes for which personal data is used, the legal basis or bases for using it, details of your rights and how to exercise them, and personal data sharing (where applicable), please refer to the Trust's Privacy Notice which can be found on our website www.haighousing.org.uk or can be obtained by emailing communications@haighousing.org.uk or by telephoning 020 8685 5777. Beneficiaries have already been provided by post with a copy of this Notice.

FOR OFFICE USE:

Received by:	Date:
Date complaint acknowledged:	
To be investigated by:	
Target date for response:	
Reported to Committee:	
Outcome:	
Reported to Committee:	Date: