

Complaints Form

Your details:

We want to make sure our customers are treated fairly and equally.

To do this, we would be grateful if you would provide the following information. We will keep this information confidential and it will not affect how we handle your complaint.

Your name: _____

Your address: _____

_____ **Postcode:** _____

Telephone numbers:

Home: _____ **Work:** _____

Mobile: _____ **Email:** _____

Please tick which of the following boxes apply to you:

1. What is your gender?

Male Transgender Male Prefer not to say

Female Transgender Female

2. What is your age group?

Under 18 35 to 59 18 to 25 26 to 40

41-59 60+ Prefer not to say

3. What is your ethnic origin?

Black or Black British

- Caribbean
- African
- Other

Chinese or other South East Asian ethnic group

- Chinese
- Vietnamese
- Other South East Asian
- Other: _____
- Prefer not to say

White

- British
- Irish
- Other

Mixed

- White and black Caribbean
- White and black African
- White and Asian
- Other

Asian or Asian British

- | | |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Indian | <input type="checkbox"/> Bangladeshi |
| <input type="checkbox"/> Vietnamese | |
| <input type="checkbox"/> Pakistani | <input type="checkbox"/> Other |

4. What is your religion?

- Muslim
- Jewish
- Sikh
- Atheist / Agnostic
- Other
- None
- Prefer not to say
- Christian
- Buddhist
- Hindu

5. Does anyone in your household have a disability?

Yes No

6. Please indicate which stage of the complaints process you are taking:

Stage 1 Stage 2 Stage 3

7. Name of any officers at ISHA who you have dealt with:

8. Please give details of your complaint:

**9. Is there any action you would like us to take?
Please specify:**

Your signature: _____

Date: _____

Please tear the complaint form out of the booklet and send the form back to us in the freepost envelope we have given you.

If you need a copy of this form in large print, Braille, audio form or translated into your first language, please contact the ISHA office.