**COMPLAINTS FORM**

**If you need a copy of this form in large print, Braille, audio form or translated into your first language, contact our Customer Services Team on 0300 131 7300 or email** **isha@isha.co.uk****.**

**To submit your complaint, please send this form to our Customer Service Team:**

Email: isha@isha.co.uk

Post: Islington & Shoreditch Housing Association

102 Blackstock Road

London
N4 2DR

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| --- |
| **Your details** |
| Your name:  |  |
| Name of ISHA customer (if you are making a complaint on their behalf): |  |
| Complainant’s address: | Postcode:  |
| Mobile number:  |  |
| Landline number:  |  |
| Work number:  |  |
| Email address:  |  |
| Preferred method of contact: | *Please tick how you would like to be contacted about your complaint(s).* |
| Mobile Landline Work Email address Post |
|  |  |

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| **Complaint details** |  |
| **What is your complaint about?***Please provide us with as much details as possible, including dates and times of incidents or contact with us. This will help us when investigating your complaint.* |
|  |
| Do you have any reference numbers which could help our investigation? |  |
| Do you know the names of any staff member/s who has/have already been involved in this matter? |  |
| What actions would you like us to take to resolve your complaint? |  |
|  |  |
| Your signature: |  |
| Signature of ISHA customer:(if you are making a complaint on their behalf) |  |
| Date: |  |



