**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**](mailto:isha@isha.co.uk)**.**

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

Email: [isha@isha.co.uk](mailto:isha@isha.co.uk)

Post: Islington & Shoreditch Housing Association

102 Blackstock Road

London   
N4 2DR

|  |  |
| --- | --- |
| **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 | |
|  |  |

|  |  |
| --- | --- |
| **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: |  |

Graphical user interface, text, application, email

Description automatically generated

Graphical user interface, text, application, letter, email

Description automatically generated