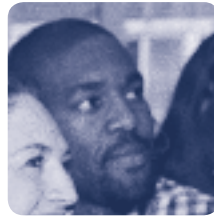


# Complaints, comments and compliments



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Please send completed form to the local service manager, as per contact details on back page.

Please use black ink. When you have filled in this form, please take a photocopy for your records.

<b>1. Your name</b>	
<b>2. Your address</b>	
<b>3. Your phone number</b>	<i>Daytime</i>
	<i>Evening</i>
<b>4. Your email</b>	
<b>5. Please give the name of the service or the name of the person you are giving us feedback about</b>	
<b>6. What is your feedback?</b>	A complaint <input type="checkbox"/> A compliment <input type="checkbox"/> Comments/suggestion <input type="checkbox"/>
<b>7. What Happened/ did not happen/ what is your suggestion?</b>	
	use separate sheet if necessary



**Questions 8-12 apply to complaints only.**

**8.** Have you contacted anybody in HFI about your complaint? Yes  No

If 'yes' what was the name and job title (if known) of the person you complained to?

On what date did you complain?

**9.** What response did you get?

**10.** Was your complaint in writing? Yes  No

If 'yes' please send us copies of this complaint and our reply to it with this form.

**11.** Why are you not satisfied with our response?

**12.** What would you like us to do?

- Provide a service to you, such as carry out a repair
- Send you some information
- Explain a decision to you
- Apologise to you
- Improve information (such as leaflet or poster)
- Improve a process or procedure
- Change a policy
- Refund money that you paid or we owe you
- Other (please state below)

**13.** Your signature

Date

**Equal Opportunities**

HFI wants to improve the service it provides to you. We also want to check our services do not treat anyone unfairly. Knowing more about the needs of our customers will help HFI to do this. Your answer to these questions will not affect the way in which we investigate your complaint.

**This information is strictly confidential and will be used for monitoring and statistical purposes only. It will not be used to investigate your complaint.**

**Your gender** (please tick one)

- Female
- Male
- Transgender

**Your age** (please tick one)

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

**Do you consider yourself to have an impairment or to be disabled?**

(tick any that apply)

- Prefer not to say
- No disability
- I am blind or visually impaired
- I use a hearing aid or communicate using BSL
- I have a learning difficulty
- I have experience of mental health Distress
- I use a walking stick or wheelchair
- Other impairment (e.g. diabetes, epilepsy, multiple sclerosis, back problems etc)

If other please specify .....

**How would you describe your ethnic origin?**

(please tick one)

Prefer not to say

**Asian or Asian British**

- Pakistani
- Indian
- Bangladeshi

**Black or Black British**

Caribbean

**African**

- Eritrean
- Ghanaian
- Nigerian
- Somali

**Chinese or other ethnic group**

- Chinese
- Filipino
- Vietnamese

**Mixed Heritage**

- White and Asian
- White and Black African
- White and Black Caribbean

**White**

- British
- Greek /Greek Cypriot
- Irish
- Kurdish
- Turkish/ Turkish Cypriot
- Other ethnic origin

If other please specify .....

**How do you define your sexuality?**

(please tick one)

- Prefer not to say
- Bisexual
- Gay man
- Heterosexual
- Lesbian

**What is your religion or belief?** (please tick one)

- Prefer not to say
- Buddhist
- Christian
- Hindu
- Humanist
- Muslim
- Jewish
- Rastafarian
- Sikh
- No religion or belief
- Other

If other please specify .....



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# Contact us

## Central Street AHO

85 Central Street, London EC1V 8DT  
Tel: 020 7527 6250. Fax: 020 7527 6207.  
Email: csha@homesforislington.org.uk

## Holland Walk AHO

85-88 Holland Walk, London N19 3XS  
Tel: 020 7527 7480. Fax: 020 7527 7407  
Email: holland.walk@homesforislington.org.uk

## Lyon Street AHO

1 Lyon Street, London N1 1DQ  
Tel: 020 7527 6881. Fax 020 7527 6816.  
Email: lyon.street@homesforislington.org.uk

## Upper Street AHO

Northway House, 257 Upper Street,  
London N1 1RU  
Tel: 020 7527 5300. Fax: 020 7527 5301.  
Email: upperstreet.aho@homesforislington.org.uk

## Home Ownership

50 Isledon Road, London. N7 7LP  
Tel: 020 7527 7715  
E-mail: homeownership@homesforislington.org.uk

## Property Services (For Repair Issues)

### Technical Quality & Assurance Team

Highbury House, 5 Highbury Crescent,  
London. N5 1RN  
Tel: 020 7527 2828  
(North area - Holland Walk & Upper Street)  
Email: tqat.north@homesforislington.org.uk  
Tel: 020 7527 4442  
(South area - Central Street and Lyon Street)  
Email: tqat.south@homesforislington.org.uk

## For Decent Homes Work

### Project Management Team

Highbury House, 5 Highbury Crescent.  
London. N5 1RN  
Tel: 020 7527 2807  
E-mail: admin.projectteam@homesforislington.org.uk



This form can be completed if you want to make a complaint, comment or compliment about Homes for Islington (HFI) services. If you need help in your own language to complete this form please ask. We can provide an interpreter.

এই প্রচারপত্রটি গ্রাহক পরিষেবা এবং আপনারা Homes for Islington এর কাছ থেকে যে মানের পরিষেবা প্রত্যাশা করতে পারেন সেই সম্পর্কিত।  
আপনি যদি নিজের ভাষায়, এটির অনুবাদ চান অথবা আরও তথ্য চান, তাহলে অনুগ্রহ করে আপনার এলাকার আবাসন অফিসের সংগে যোগাযোগ করুন। টেলিফোন নম্বর নচি দেওয়া হল। (Bengali)

Αυτό το φυλλάδιο αφορά στην εξυπηρέτηση πελατών και τα πρότυπα εξυπηρέτησης που μπορείτε να αναμένετε από την Homes for Islington.  
Εάν χρειάζεστε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, παρακαλούμε να επικοινωνήσετε με το στεγαστικό γραφείο της περιοχής σας. Παρακάτω θα βρείτε τους σχετικούς αριθμούς τηλεφώνου. (Greek)

Este folheto informa sobre o serviço de assistência ao cliente e os padrões que pode esperar da Homes for Islington.  
Se precisar de uma tradução ou de mais informações no seu idioma, contacte o gabinete de habitação (housing office) da sua área, pelos números indicados abaixo. (Portuguese)

Warqaddan waxay ku saabsan ahay daryeelka macaabiisha iyo heerarka aad ka rejeyn karto Homes for Islington.  
Haddii aad u baahan tahay tarjumaad ama warar dheeraad ah oo luuqaddaada ah, fadlan la xiriiir sarkaalka guriyeynta nawaaxigaada. Lambarada telefoonadu waxay ku yaalaan hoos. (Somali)

Este folleto informa acerca de la atención al cliente y de los niveles de servicio que puede esperar de Homes for Islington.  
Si necesita una traducción o más información en su propio idioma, por favor póngase en contacto con la oficina de alojamiento de su área. Encontrará los números de teléfono abajo. (Spanish)

Bu broşürde müşteri memnuniyeti, kiracıya özen gösterme ve Homes for Islington Konut Kurumu'nun bu konuda yerine getirmesi gereken hizmet standartları anlatılmaktadır.  
Türkçe'ye çeviri gerekiyorsa ya da daha fazla bilgi almak istiyorsanız, yörenizdeki konut bürosuna başvurabilirsiniz. Telefon numaralarımız aşağıdadır. (Turkish)



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