



Gateway Housing Association
409-413 Mile End Road, London E3 4PB
Tel 020 8709 4300 Fax 020 8709 4400
complaints@gatewayhousing.org.uk

www.gatewayhousing.org.uk

FORMAL COMPLAINT FORM

Attached is a summary of the procedure and guidance notes for making a formal complaint.

NAME OF
COMPLAINANT(S): _____

TICK WHETHER	TENANT []	FORMER TENANT []	APPLICANT FOR HOUSING []
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ADDRESS:

TELEPHONE NO.

DATE OF COMPLAINT:

**DETAILS OF COMPLAINT, INCLUDING DATE(S) WHEN ACTS OR OMISSIONS
COMPLAINED OF TOOK PLACE AND MANNER IN WHICH COMPLAINANT HAS
BEEN ADVERSELY AFFECTED:**

PLEASE SUGGEST HOW YOU WOULD LIKE THE COMPLAINT TO BE REMEDIED.

Signed

Date

If some one is acting on your behalf their name, address and phone number should be inserted here:

Name:

Address:

Telephone No:

Please use the reverse of this page or additional sheets if you need to. Please try to keep information to the essential points. Please keep a copy of this form for your own information.

Please send to:
Policy & Performance Officer
Gateway Housing Association
409-413 Mile End Road,

HOW TO MAKE A COMPLAINT

Gateway aims to resolve complaints in the first instance by staff who are aware of the details and locality.

If you are not satisfied with the service you receive, we would like you to tell us about it so that we can make improvements.

You should approach housing staff in Gateway initially to explain that you are not happy with the service you are receiving and that you expect things to improve.

If you think your initial approach has not improved matters, you may wish to consider making a formal complaint.

The Formal Complaints Procedure is available from Gateway. The procedure clearly sets out how and by whom the complaint will be dealt with.

If, at the end of the procedure, you are still not satisfied that matters have been dealt with adequately, you can take your complaint to the Housing Ombudsman Service.

The Association is keen to put things right if tenants are not happy with the service they receive.

Therefore, we hope Gateway office staff will have dealt with most of your concerns long before this stage.

COMPLAINTS PROCEDURE

Summary Procedure for Dealing with Formal Complaints

↘ STAGE 1	<p>Formal Complaint made by tenant, former tenant or applicant to Policy & performance Officer on official form (a Law Centre, Citizens Advice Bureau or Solicitor can assist you in this matter), by email via Gateway website to complaints@gatewayhousing.org.uk (this is the preferred and quickest method).</p> <p>Your complaint will be acknowledged within 2 working days so that you know it has been received.</p> <p>A response should be sent in writing within 10 working days.</p>
↘ STAGE 2	<p>If complainant is not satisfied, complainant appeals in writing. Line Manager of service area checks facts/action taken and decides whether response/action is correct in the circumstances.</p> <p>Relevant Line Manager confirms/amends response/action in writing within 15 working days, and informs tenant of right of appeal to the Complaints Panel.</p>
↘ STAGE 3	<p>If complainant is still not satisfied, the complainant makes second written appeal addressed to the Director of the service.</p> <p>The Complaints Panel convenes within 50 working days to hear the case and notifies the Complainant in writing within 7 working days of its decision. This Panel consists of a Resident, Director and Board Member.</p> <p>The Panel re-considers all aspects of the matter and either confirms or amends response/action already taken.</p>
↘ STAGE 4	<p>If the Complainant is not satisfied with the outcome of the Formal Complaints Procedure, the tenant may take the complaint to the Housing Ombudsman Service at Norman House, 105-109 The Strand, London, WC2R 0AA (Tel no: 020 7836 3630 or 0845 712 5973; Email – ombudsman@ihos.org.uk; Fax: 020 7836 3900; Website: www.ihos.org.uk; Minicom: 020 7240 6776.</p>
↘ Note 1	<p>At any stage, the complainant may seek independent legal advice and, if so advised, may commence appropriate legal proceedings. In this situation, the use of the Formal Complaints Procedure will be suspended.</p>
↘ Note 2	<p>A copy of the Formal Complaints Policy & Procedure and a Complaint Form is available on request. If relevant the Compensation Policy & Procedure and Form are available on request.</p>

DIVERSITY MONITORING

Gender

- Male Female Transgender Male Transgender Female

Age

- under 20 20-25 26-34 35-43 44-52 53-59
 60-64 65+

Belief/faith

- Prefer not to say Christian Buddhist Hindu Jewish
 Muslim Sikh None Other (Please state)

Disability

Under the Disability Discrimination Act 1995, a person is considered to have a disability if he/she has a physical or mental impairment which has a sustained and long term adverse effect on his/her ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability? Yes No Prefer not to say

If yes, please say in what way you consider yourself disabled:

- Wheelchair/walking stick user Hearing impairment
 Sight impairment Learning disability
 Physical disability Mental health issue
 Drug and or alcohol issue
 Limiting long term illness (please say) (e.g. diabetes, epilepsy, multiple sclerosis, back problem etc.).....

Sexual orientation

- Prefer not to say Heterosexual Gay Lesbian Bisexual

Ethnic origin

White

- British (A1) Irish (A2) Other (A3) (Please state)

Black or Black British

- Caribbean (B1) African (B2) Other (B3) (Please state)

Asian or Asian British

- Bangladeshi (C1) Chinese (C2) Indian (C3) Pakistani (C4)

Vietnamese (C5) Other (C6) (Please state)

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Mixed

Asian/Black (D1) Asian/White (D2) Black African/White (D3)

Black Caribbean/White (D4) Other (D5) (Please state)

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Refused (R)