

# **NORTH VIEW Housing Association**

*North View Housing Association is a registered  
Scottish charity - charity no SC032963*

## **COMPLAINT FORM**

Name (in BLOCK CAPITALS):- \_\_\_\_\_



Address (in BLOCK CAPITALS):- \_\_\_\_\_

Contact Telephone Number:- \_\_\_\_\_

*Please give details of your complaint.*

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What would you like us to do to resolve your complaint?

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Please continue on a separate sheet of paper if required.

signed: \_\_\_\_\_

date: \_\_\_\_\_

**DATA PROTECTION**

North View Housing Association respects your right to confidentiality and will endeavour to maintain it, however we may not be able to fully investigate your complaint without giving out some information about you. The information may be as simple as your name. Please sign and date the box below if you permit us to give out information about you that is relevant to our investigation of your complaint.

signed: \_\_\_\_\_

date: \_\_\_\_\_

You also have the right to complain to the **Scottish Public Services Ombudsman**. The Ombudsman will normally only consider complaints that have arisen in the last twelve months, and after they have gone through the Association's Complaint Procedure. The **Scottish Public Services Ombudsman** can be contacted at **4 Melville Street, Edinburgh, EH3 7NS**. The Ombudsman's telephone number is **0870 011 5378**.