

This form can be made available in large print, audio, Braille form or any other community language – please just ask.

# NORTH VIEW Housing Association

*North View is a registered Scottish charity – charity registration number SC032963*

## COMPLAINT FORM – STAGE 1 (FRONT-LINE RESPONSE)

Need help filling in this form?

Please just ask a staff member who will be happy to help you.

Name \_\_\_\_\_ Address \_\_\_\_\_

\_\_\_\_\_ Post code \_\_\_\_\_ Telephone \_\_\_\_\_

Email address \_\_\_\_\_

Please tell us the details of your complaint below:

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

*(please continue on a separate sheet if necessary)*

If your complaint has gone through both stages of our Complaints Handling Procedure and you remain dissatisfied, you can complain to the Scottish Public Services Ombudsman (SPSO) at:

Bridgeside House  
99 McDonald Road  
Edinburgh  
EH7 4NS

Freephone: 0800 377 7330  
Online contact [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)  
Website: [www.spsso.org.uk](http://www.spsso.org.uk)