



**Complaints Form**

*(To be completed by member of staff, at request of complainant)*

**Complainant Details**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Contact No:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

Do you want the Association to deal directly with someone acting on your behalf?

**Yes / No**

If yes, please ask your helper or advisor to fill in the section below:

**My relationship to the complainant is:** \_\_\_\_\_

**My address is:** \_\_\_\_\_

**Telephone No:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

- 1) The complainant has been offered assistance by Association staff to complete this form: **Yes / No.**
- 2) The complainant has accepted this offer **Yes / No.**
- 3) The member of staff has read the record of the complaint to the complainant, and the complainant has accepted the record **Yes / No.**

**Complainant:**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Staff Member:**

**Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **DETAILS OF COMPLAINT**

**Please give details of your complaint below (Attach a separate sheet if required). Remember to include dates, times, names and any other relevant information**

**Please list below any supporting documentation which you are including with your complaint.**

**What action would you like the Association to take to help resolve your complaint?**

### **DATA PROTECTION**

**In order to investigate your complaint and help us deliver efficient services, we need to collect relevant personal details. We comply with the Data Protection Act and General Data Protection Regulations 2018 when dealing with personal data. This means that your personal data will be processed in accordance with the law. Please note that we may share personal data with other organisations where appropriate.**

**Please tick the box to confirm that you have read the Data Protection information above and are consenting to NB Housing processing your personal data.**

**Please return the completed form to:**

**NB Housing  
Gatelodge  
8 Flax Street  
Belfast  
BT14 7EQ  
Or email to [info@nb-housing.org](mailto:info@nb-housing.org)**

North Belfast Housing Association Ltd (NB Housing)  
Gatelodge, 8 Flax Street, Belfast, BT14 7EQ. Tel: 028 9059 2110 Fax: 028 9059 4440  
282-290 Crumlin Road, Belfast, BT14 7ED, Tel: 028 90 35 11 31  
Dept for Communities Reg. No. R55. Industrial and Provident Societies Reg. No. IP406

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