

Customer Complaint Form

Before you complete this form, have you contacted PHP first to see how they can help?

If you need any help in filling in this form, please let a member of staff know and they will be happy to help.

Name Tel (Day)

Address Tel (Eve)

Mobile

Postcode E-mail

Name of person you have been speaking with?

When did this happen?

Have you complained about this before? Yes No

If yes, how many times have you complained, when and to whom?

What action, if any, has been taken to solve the problem?

How would you like PHP to resolve your complaint?

How would you prefer PHP to contact you?

Signed Date

Details of complaint (please provide as much detail as possible)

Do you have any special communications requirements?
For example, an interpreter, audio format or large print

**Once complete, please return this form to:
Putting Things Right, FREEPOST PHP**

FOR PHP OFFICE USE ONLY

Date received: Complaint No:

Passed to: Documents enclosed? Yes No

Was the customer assisted to complete the form? Yes No

If Yes, name the employee:

Date acknowledged: Investigating officer:

About You

PHP operate a policy of equal opportunity and fair treatment for all our residents. To assist in monitoring this policy, we ask that you please provide details on this section of the form. The information you provide here is kept confidential and will not affect the way that we handle your complaint.

Gender

Female Male

Date of Birth

Ethnicity

White

- British
- Irish
- Gypsy/Roma
- Traveller of Irish heritage
- Any other White background

please write in

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

please write in

Mixed

Black or Black British

- Caribbean
- African
- Any other Black background

please write in

- White & Black Caribbean
- White & Black African
- White & Asian
- Any other Mixed background

please write in

Chinese or other

- Chinese
- Any other ethnic group

please write in

Disabilities

Do you consider yourself to have a disability as defined by the Disability Discrimination Act?

Yes No