



Complaints & Appeals Form

If you have a complaint or are dissatisfied with the standard of service you have received, Granta Housing Society or anyone acting on Granta's behalf, we would like to know about it. This may relate to any of the services you receive or the action or lack of action you have received from staff or one of our contractors. This form is intended to make it easier for you to report your complaint and for us to deal with it. If you prefer complaints can also be recorded by telephoning, visiting, writing, emailing or faxing us.

Please do not use this form to report initial requests for a service such as a maintenance report or a grievance against another tenant. Appropriate forms are available from the Society's office to deal with these areas.

Granta Housing Society is committed to providing an equal service to all of its Residents / Tenants, for that reason the information you supply will help us consider ways which if implemented can help to improve our services. **We would like you to complete questions 2 to 10. Granta requires question 10 to be completed in order that we can monitor the services in relation to ethnicity.**

Please contact us at the following address;

Granta Housing Society
1 Horizon Park
Barton
Cambridge
CB3 7AF

Tel. 01223 576 756
Fax. 01223 576750
Email. info@grantahousing.org.uk

This section to be completed by or for the complainant

1. Complaint Reference

2. Surname

3. Title

4. Forename

5. Tenant Ref

6. Address

Tel
Fax
Email

7. Details of Complaint

8. Action that you have already taken & people you have spoken to

9. What action would resolve your complaint

10. To which of these ethnic groups do you belong?

This information is used to ensure that we treat everyone fairly and is confidential to Granta Housing Society and will not be given out to other parties.

a. White : British Irish Other

b. Mixed: White & Black Caribbean White & Black African White & Asian Other

c. Asian or Asian British: Indian Pakistani Bangladeshi Other

d. Black or Black British: Caribbean African Other

e. Chinese or Other Ethnic Group: Chinese Other

f. Refused:

Signed.

Date/...../.....

This section to be completed by Granta Housing Society

11. Complaint Category	12. Date received / /	13. Date Ack / /
14. Responsible Officer	15. Complaint Category	16. Current stage
17. Response due by / /	18. Response sent / /	

19. Action [include progress reported to complainant & when a case moves to the next stage]

<u>Date</u>	<u>Action Taken</u>

20. How was the case concluded? [Including what lessons have been learned from the case]

21. Date case closed



Granta Housing Society Limited
1 Horizon Park
Barton Road
Comberton
Cambridge
CB3 7AF

Telephone: 01223 576756
Fax: 01223 576750

Website: www.grantahousing.org.uk
E-mail: info@grantahousing.org.uk

Granta Housing Society Limited uses CINTRA for language interpretation and translation services.

To contact CINTRA:-

351/353 Newmarket Road
Cambridge
CB5 8JG

Tel: 01223 346870
Fax: 01223 309923
Email: booking@cintra.org.uk

Registered Office: 1 Horizon Park, Barton Road, Comberton, Cambridge CB3 7AF
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Housing Corporation Registered No. LH1831 VAT Registration No. 432 2776 58
Granta is an exempt charity: Inland Revenue Registration No. XR58585

