



**Black Country Housing Group Ltd  
Formal Complaint Form**

You should use this form if you have previously complained by telephone or in writing and not received a response to your satisfaction. Please note, however, that we will not investigate a complaint more than three months after the event, as set out in our Complaints Procedure.

<b>Name:</b>	
<b>Address:</b>	
<b>Date:</b>	<b>Telephone:</b>

**1. Please tick the box your complaint relates to:**

- Our customer care/service [ ] Repairs [ ] Issues linked to your tenancy [ ]  
Community Regeneration Services [ ] Quality of our communal services [ ]  
Conduct of a member of staff [ ] Conduct of our contractor [ ]  
Other (Please specify): .....

**Please tell us why you are dissatisfied with the above:**

**2. Please give the date when you made the initial complaint:** .....

2.1 How did you make this complaint? .....

Phone [ ] Letter [ ] In person [ ] Other [ ] .....

2.2 Was your complaint acknowledged and addressed? Yes [ ] No [ ]

2.2 Was any agreement made at this stage? Yes [ ] No [ ]

2.3 If yes - please briefly tell us what was agreed?

.....  
.....  
.....

2.4 Who made this agreement?.....

2.5 What was the outcome of this agreement?

.....  
.....

**3. What would you like us to do now to resolve the matter?**

Carry out an investigation [ ] Follow up the matter [ ]

Arrange an appointment to see me [ ] Address the matter [ ]

Provide me with an update [ ] Draft an action plan [ ]

Other [ ] **Please specify below:**

.....

**4. Please provide any other information that you think may be relevant in support of this complaint:**

.....  
.....

**Signed by person making the complaint:** .....

**Date:** .....

Office use only:
Date complaints received:
Comments: