

## Service Complaints Form

Redwood Housing Co-operative adopted a Service Complaints Policy in 2021 with regard to the Housing Ombudsman's Complaints Handling Code. The main purpose of this policy is to ensure that members and others have the right to complain about the provision, or non-provision, of services through an accessible, confidential and easy to use procedure, which offers rapid action and response.

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the co-operative, by its service providers or by others acting on its behalf, affecting an individual member or group of members.

Your attention is drawn to the 'Definition of a Complaint' and 'Exclusions' sections of the Service Complaints Policy which outline matters which fall outside the remit of this policy.

If you wish to make a formal complaint please complete and sign this Service Complaints Form and return it to [ico@redwoodhousing.org.uk](mailto:ico@redwoodhousing.org.uk)

### Section 1: About You

Name:

Address:

Telephone Number:

Email Address:

Signature:

**Section 2: About Your Complaint**

Nature of Service Complaint (please provide details of the service that your complaint relate to)

Basis of Service Complaint (please confirm the standard of service, actions or lack of actions that you are dissatisfied with)

**Section 3: About Your Desired Outcome**

What would you want to see the co-operative do to address your dissatisfaction with the service provided to you or the actions or lack of actions of the co-operative?