



## **Complaints Procedure: Information for residents**

If you are not happy with the service you have received from us, you should first contact our Customer Services Team on 0800 587 3595. They will do what they can to help put things right as quickly as possible. You can call Customer Services on 0800 587 3595.

If you are still not happy having spoken to them, you can make a formal complaint.

### **Stage One**

The first stage is to provide us details of your complaint. You can do this by completing the complaints form.

We will acknowledge your complaint within three working days of receiving it. We will then send you a full written reply within 10 working days of receiving your complaint.

If you need an interpreter or assistance to make your complaint in writing please contact us so that we can arrange this. If you prefer, we can take the details of your complaint by phone and send you a copy of the completed complaint form.

### **Stage Two**

If you are not satisfied with the response to your Stage One complaint, you may contact Partners at 4-6 Colebrooke Place, London, N1 8HZ or telephone on 0800 587 3595. We will then consider whether your complaint should be investigated further at Stage Two.

Please send details of your original complaint, and state clearly why you are dissatisfied with the Stage One response. All Stage Two complaints will be investigated by John Holman, Managing Director.

### **Stage Three**

If you believe that your complaint has still not been properly dealt with and resolved, you may appeal at Stage 3 of the complaints procedure to the Council's Chief Executive's Central Complaints Unit. Write to them at Islington Town Hall, Upper Street, N1 2UD, phone them on 020 7527 3007, or send an e-mail to 'central.complaints@islington.gov.uk'. When you write, please enclose a copy of the Stage Two complaint response, and say why you remain dissatisfied and what particular points you want considered.



**Complaints form**

**Please use a dark coloured pen and write clearly so that we can photocopy this form**

**1. Your name and address:**

**Postcode:**

**2. Your contact numbers:**

**Daytime:**

**Evening:**

**3. Your e-mail address:**

**4. Please give details of your complaint:**



**Complaints Form**

Please use a dark coloured pen and write clearly so that we can photocopy this form

**5. Have you contacted anybody at Partners about your complaint?**

Yes

No

**If yes, what was the name and job title (if known) of the person you complained to?**

**On what date did you complain?**

**6. What response did you get?**

**7. Was your complaint made in writing?**

Yes

No

**If yes, please send us a copy of your complaint and reply with this form**

**8. Why weren't you happy with our response?**

**9. What do you think we should do to put things right?**

**10. Your signature:**

**Date:**

## Equal Opportunities

This information is strictly confidential and will be used for monitoring purposes only. It will not be used to investigate your complaint.

(please tick the appropriate box)

**1 Are you:** male?  female?

**2 How would you describe yourself?**

### White

- British
- Irish
- Turkish or Turkish Cypriot
- Greek or Greek Cypriot
- Kurdish
- Any other white background

### Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background

### Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

### Black or Black British

- Caribbean
- African
  - Somali
  - Eritrean
  - Nigerian
  - Ghanaian
  - Any other African background
- Any Other Black background

### Chinese or other ethnic group

- Chinese
- Filipino
- Vietnamese
- Any other ethnic group

**3 Do you have a disability?** Yes  No

If yes, please give details

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