



## TENANT COMPLAINT FORM



All sections as marked \*are to be completed prior to returning this form. Complaints will be acknowledged within 5 working days. All personal details remain CONFIDENTIAL

\*Name of person making Complaint: \_\_\_\_\_

\*Residential Address: \_\_\_\_\_

\*Postal Address (if different from above): \_\_\_\_\_

\*Contact Number/s: \_\_\_\_\_

Email: \_\_\_\_\_

### COMPLAINT DETAILS

\*Have you raised this complaint previously? \_\_\_\_\_

\* If so, who did you raise it with? \_\_\_\_\_

\*Who, or what are you complaining about? \_\_\_\_\_

If you are complaining about an incident, when did it happen? \_\_\_\_\_

If relevant, where did the incident happen? \_\_\_\_\_

\*Summary of Complaint/Issue (continue on separate sheet if necessary): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### DETAILS OF ANY WITNESS/ES (if applicable)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\* **COMPLAINT OUTCOME:** As a result of making this complaint / raising this issue, what outcome would you like to see (continue on separate sheet if necessary)? \_\_\_\_\_

\_\_\_\_\_

Complainants name \_\_\_\_\_

*Signature*

*Date*

To lodge a complaint – refer to the Organisations' Tenants Complaints policy and either:  
Submit to your Scheme Manager, post to CESSA HA/CESSAC, 1 Shakespeare Terrace, 126 High Street, Portsmouth or  
Email: [enquiries@cessaha.co.uk](mailto:enquiries@cessaha.co.uk)



### **Privacy Notice (to be given to the tenant at Stage 1 of the Complaint Process)**

It is almost inevitable that, in making a complaint in accordance with the Organisation's Complaint policy, you have voluntarily provided some personal data. In order to address your complaint, it may well be that the investigation will require more personal details to be sought, either from you or other relevant sources. The legal basis for processing your complaint and any further data is because the Organisation has a legitimate interest in doing so. Therefore, in accordance with the Data Protection Act 2018, it is worth providing you with this Privacy Statement to explain how the Organisation will process any such data collected.

CESSA HA/CESSAC will be the Data Controller and will carefully record and securely retain any data collected in order to deal with your complaint. It will only be used for this purpose and only shared with those involved with responding to your complaint in accordance with this policy. The details will be kept for the duration of your tenancy and will only be processed again/further if relevant to any further issues that arise. There will be no other effects on you, except in the unlikely circumstance that it is discovered that your complaint has been made maliciously.