



## Social Housing Complaint Referral Form

If you have complained to a housing association about a property or issue within Elmbridge and the matter remains unresolved at the end of the landlord's complaint process you are able to ask an Elmbridge Borough Council Councillor for help to resolve it, in their role as a designated person.

Please complete this form if you would like a local Councillor to try and resolve the complaint, which may include referring your case to the Housing Ombudsman.

If you have any questions about filling in this form or need it in a different format, please contact the Housing Strategy & Enabling Team on 01372 474631 / 474632 or e-mail [housingpolicy@elmbridge.gov.uk](mailto:housingpolicy@elmbridge.gov.uk).

Please either e-mail the completed form to [housingpolicy@elmbridge.gov.uk](mailto:housingpolicy@elmbridge.gov.uk) or post it to:

Housing Strategy & Enabling Team  
Elmbridge BC  
Civic Centre  
High St  
Esher  
KT10 9SD.

Please do not forget to complete the declaration at the end of the form.

\*Fields with an asterisk must be completed or we may be unable to deal with your request.

### 1. Information about the complainant

Give details of the person whose complaint this is	
Title (Mr / Mrs etc)*	
First name*	
Last name*	
Address: line 1*	
Address: line 2*	
Address: line 3	
Postcode*	
Daytime telephone no.	
E-mail address	

## 2. Your complaint

<b>What is the name of the housing association you are complaining about?*</b>		
<p><b>This form should only be completed if you are complaining about a social housing landlord. You should not complete this form if your complaint is about Elmbridge Borough Council, as it is not a social housing landlord. If you wish to complain about Elmbridge Borough Council, then please visit <a href="http://www.elmbridge.gov.uk/atoz/detail.htm?pk_services=506">http://www.elmbridge.gov.uk/atoz/detail.htm?pk_services=506</a> or call 01372 474474 for more details on the Council's complaints process.</b></p>		
<b>What is your relationship to the organisation that you are complaining about? (E.g. tenant / leaseholder etc)</b>		
<b>Is the complaint about the property you live in?*</b> (Please tick one option only)		
Yes	<input type="checkbox"/>	No
<p><b>If the complaint is not about the property you live in, please provide the address of the property which is the subject of your complaint in the space below.</b></p>		
<p><b>Designated persons can only refer a complaint to the Housing Ombudsman Service when it has gone through the landlord's complaint formal complaint procedure. This gives the housing association the chance to respond and try to put things right.</b></p>		
<b>Have you completed the organisation's formal complaints procedure?*</b> (Please tick one option only)		
No	<input type="checkbox"/>	Rather than completing this form now, you should consider pursuing your complaint with the housing association concerned. If and when the landlord's internal complaints process has ended and the issue remains unresolved, then you can use this form to re-refer the complaint.
Yes	<input type="checkbox"/>	Please continue completing this form. Please can you send a copy of the final response from the landlord with the completed form
<b>What is the date of the letter / e-mail you were sent by the housing association in which it confirms that it has completed its internal complaints process?*</b>		

**Please provide brief details of the complaint in the space below.\***

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**What would you like the housing association to do to help to put matters right?\***

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**If applicable, please name any Elmbridge Borough Councillors that you have approached for help with this issue, and briefly describe their involvement to date.**

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**Have you approached any other designated persons (e.g. a MP or designated tenant panel) to help resolve your complaint? (Please tick one option only)**

Yes		No	
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**If you answered yes to the above question, please can you provide their name and contact details in the space below.**

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### 3. Complaining on behalf of someone else

We are happy to take a referral from your representative. If you use a representative this means that they will normally be the first point of contact for any Councillor carrying out the Designated Person role. Please provide their details below.

If you do not have a representative please leave this section blank and go to the Personal Declaration Section.

Representative's name	
Representative's address	
Representative's postcode	
Representative's e-mail	
Representative's telephone number	
What is the representative's relationship with the complainant?	
Please tell us why the complainant is not making the complaint themselves.	

### 4. Personal declaration

We need you to complete this declaration or we will not be able to help with your complaint. You must complete this declaration even if someone else makes the complaint on your behalf.

By completing this declaration, I agree that:

- Elmbridge Borough Council may send a copy of my complaint and related documents both to the housing association I am complaining about and the Housing Ombudsman Service.
- A representative of Elmbridge Borough Council may contact the landlord which is the subject of my complaint and any other relevant bodies (including other Designated Persons) for information about me to help deal with the complaint.
- An Elmbridge Borough Council Councillor, acting as a Designated Person, may refer my case to the Housing Ombudsman Service or seek to resolve the complaint locally
- There may be information which the housing association provides to the Councillor in confidence in relation to your complaint which they may not be able to share with you.
- A representative of Elmbridge Borough Council may exchange with my representative, if one is used, information about me and the complaint that I am making

Signature	Date
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