

Letting International Complaint and Comments Form

If you want to make a complaint, we have a formal procedure for you to use. This leaflet explains the procedure. If you wish to make a complaint or comment on any aspect of the contact you have had with the Letting International, for example regarding an action or lack of action, or about the standard of a service provided by us, you may use this form to make your complaint or comment.

When you have filled in this form, please return it to: The Complaints Manager Letting International, Wycliffe House, 245- 247 Cranbrook Road, Ilford, Essex, IG1 4TD

1. Name and address of person wishing to make a complaint or comment

Nature of relationship:			
Service User	<input type="checkbox"/>	Landlord	<input type="checkbox"/>
Contractor	<input type="checkbox"/>	Client	<input type="checkbox"/>
Company Name <i>(if applicable)</i> :			
Title: Mr/Ms/Mrs/Miss or other <i>(please insert)</i>			
First name:		Surname:	
Address:			
			Postcode:
Daytime Telephone Number:			
Evening Telephone Number:			
E-mail address:			

2. If you wish to make a comment or suggestion please use the space provided below *(you may continue on a separate sheet if necessary)*

3. If you wish to make a complaint please describe the nature of your complaint below *(you may continue on a separate sheet if necessary)*

4. Further assistance

If you require any assistance with completing this form – please telephone 0208 554 9999 or email info@lintgroup.com

5. About You

This part of the form is optional - any information provided below will not affect the way in which your complaint is handled; however, it will help us to find out more about whether we are providing an equal level of service to all persons.

Please tick the boxes that describe you within each of the categories below

5(a) Ethnic Group:

White

British
Irish
Any other white background
(Please write in)

Black and Black British

Caribbean
African
Any other Black background
(Please write in)

Mixed

White and Black Caribbean
White and Black African
White and Asian
Any other mixed race
(Please write in)

Chinese

Chinese

Other Ethnic Group

Any other group
(Please write in)

Asian and Asian British

Indian
Pakistani
Bangladeshi
Any other Asian background
(Please write in)

5(b) Sex: **Male** **Female**

5(c) Age: under 16 16-19 20-24 25-59

60-64 65 & above

5(d) Do you have a disability? **Yes** **No**

What is the nature of your disability?

Difficulty getting around Hearing difficulty
Difficulty seeing Learning difficulty
Mental health problems Other

6. Please sign and date this form below

Your signature:

Date:

What happens next?

7. If you have any documents to support your complaint, for example, letters from the Letting International, please send copies of these with your completed complaints form.

Performance Targets

- We will investigate all complaints received
- We will send you an acknowledgement either by e-mail or in writing within five to seven working days advising you who is dealing with the complaint.
- We will send a full written reply within twenty working days from the date of receipt of your complaint (*Where we have to seek further information on a complaint we will advise you on when a response can be expected*)
- *Where the complaint is about something that is out of our control, where we can, we will advise on how the issue can be taken forward and with whom.*

Please send this form to:

LETTING INTERNATIONAL HEAD OFFICE

Wycliffe House, 245- 247 Cranbrook Road, Ilford, Essex, IG1 4TD

Name of person completing form if not complainant
Ref allocated

If you have trouble filling in this form, a staff member not subject of the complaint will help, especially if English is not your first language.

Tel: 020 8554 9999

Email: info@lintgroup.com