



## MAKING A COMPLAINT

You can use this form to make a complaint in writing. You may find this a useful way of ensuring we have a full and accurate record of your complaint. Please provide as much information and detail as possible to help us put things right.

**YOUR PRIVACY** We respect your right to privacy and will comply with relevant Data Protection laws when handling your personal data. The information you provide on this form will be used for investigating and responding to your complaint and will be recorded in our case management system. We aim to maintain your confidentiality and information about you and your complaint will only be shared with relevant individuals where this is necessary for the purposes of investigating and responding to the issues you raise. We monitor and report on complaints we have handled and the lessons we have learned from these, but we never disclose personal data as part of this.

Further information on how we use your information is available in our [Privacy Notice](#), which is available on our website or on request. You also have the right to access your personal data that we hold. Please visit our website or contact us for further advice on how to do this.

Name		
Address		
Telephone Number(s)		
Email		
Is this the first time you are making this complaint?	Yes	No
Please tell us about your complaint to allow us to investigate the matter. It is useful if you include what happened, when and who was involved. There is more space over the page to continue if needed.		

What would you like us to do to resolve the matter?

**Please return this form to any of our area offices or alternatively to the office at any of our retirement complexes. If you have any questions please call us on 0800 678 1228**

Dundee Area Office	Perth Area Office	Kirkintilloch Area Office	Bellsmyre Area Office
118 Strathern Road Broughty Ferry Dundee DD5 1JW	5 South St John's Place Perth PH1 5SU	3 Cowgate Kirkintilloch Glasgow G66 1HW	16 Merkins Avenue Bellsmyre West Dunbartonshire G82 3EB

Caledonia's Complaints Handling Procedure is available on our website [www.caledoniaha.co.uk](http://www.caledoniaha.co.uk)



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