



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 Office	Perth Office	Faifley Office
118 Strathern Road Broughty Ferry Dundee DD5 1JW	Suite 4, Saltire House Whitefriars Crescent Perth PH2 0PA	Skypoint Lennox Drive, Faifley Clydebank, G81 5JY

Caledonia's Complaints Handling Procedure is available on our website www.caledoniaha.co.uk



Caledonia Housing Association is the trading name of Caledonia Housing Association Ltd.
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