

If you want to make a complaint because you are not happy with the service you have received from us, please complete this form and send it to us at our office.

Address: Keniston Housing Association
13 Artington Close, Farnborough, Kent BR6 7UL
Phone: 01689 889700
Email: enquiries@kenistonha.co.uk

Your details

Full name

6 digit tenant or leaseholder
reference number

Full address

Contact number/s

Email

Preferred method of contact

Date of complaint

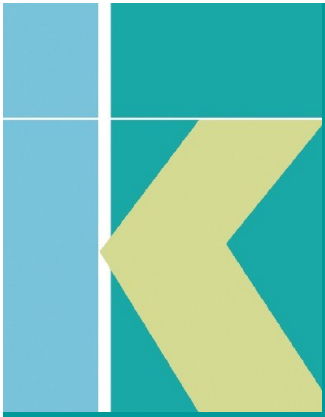
If your complaint goes through both stages of our complaints procedure and you are still not satisfied with our response, you can contact the **Housing Ombudsman Service** at: **2nd Floor 10 South Colonnades, Canary Wharf, London E14 4PU 0300 111 3000 / Email: info@housing-ombudsman.org.uk.**

(Leaseholders are not able to take their complaint to the Housing Ombudsman Service but instead should take it to the First Tier Tribunal.)

Tell us about your complaint



COMPLAINT FORM



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Please tell us about your complaint. Give as much information as possible including dates.

How would you like your complaint to be resolved?

We will acknowledge your complaint within five working days. Full information on our complaints policy and procedure can be found on our website or you can ask for a copy.