

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

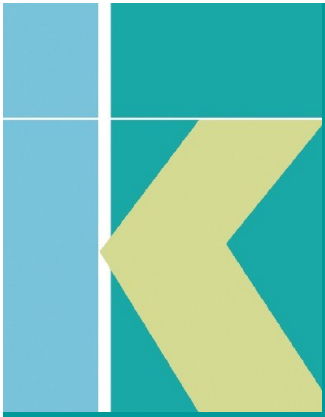
If at any stage you are not satisfied with our response, you can contact the **Housing Ombudsman Service** in one of the following ways:

- Online: <https://www.housing-ombudsman.org.uk/residents/make-a-complaint/>
- Email: info@housingombudsman.org.uk • Phone: 0300 111 3000
- Write to: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

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

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.