 Complaints form

STRICTLY PRIVATE AND CONFIDENTIAL

Complete this complaints form and return it via email or post to our Housing Manager at our support office. Please use capital letters if you are completing the form by hand.

SECTION 1: Your contact information

Your full name

Your tenancy address

Your postcode

Your email address

Your preferred way of communicating with us

by telephone by email in person by post

SECTION 2: Your concern or complaint

What is your concern or complaint about?

A repair Anti-social behaviour Poor customer service Something else

Please give us more information about your concern or complaint

What would you like us to do to make it better?

SECTION 3: Sending your complaint to us

Thank you for bringing this matter to our attention. Please email this form to [general@bcop.org.uk](mailto:general@bcop.org.uk) or post it to Waterside House, Unit 3 Waterside Business Park, 1649 Pershore Road, Stirchley, Birmingham, B30 3FH

We will be in touch within five working days of receiving your form to let you know what will happen next.

