



Making a complaint about

ARK Housing Association Ltd

The Priory, Canaan Lane, Edinburgh EH10 4SG

Email: complaints@arkha.org.uk Telephone: 0131 447 9027



If you want to make a complaint you can use this form. You can write what you want to tell ARK here.

However, you may want to speak to someone in person or by phone. Or you can ask someone—a friend or family member to do it for you.

You can also make a complaint without telling us who you are.

A copy of our Complaints Policy is available
on our website and on request.



INVESTOR IN PEOPLE



Provide us with as much information about your complaint as you can, by using this page and the next one.



Please write clearly.

Your Name:

Your address:

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Postcode:

Daytime Tel No:

Details of your Complaint:

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What would you like us to do to resolve this issue?

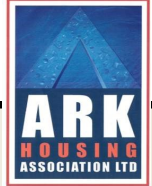
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Signature:

Date:

If you don't have enough space on this form for everything you want to tell us, please continue on a separate sheet of paper.

Please send your completed form to



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www.arkha.org.uk

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If you make a complaint to ARK and you are not happy with the result after going through the procedure, you can contact the Scottish Public Services Ombudsman:

SPSO

**Complained?
Still unhappy?**



**4 Melville Street
Edinburgh, EH3 7NS**



Tel: 0800 377 7330



By post:

Freepost SPSO



Website: www.spsso.org.uk

Mobile site <http://m.spsso.org.uk>

As well as, or instead of, complaining to ARK you can also complain at any time to the Care Inspectorate:

Care Inspectorate

Compass House, 11 Riverside Drive, Dundee DD1 4NY

Email: enquiries@careinspectorate.com

Telephone 0345 600 9527



Local Authority

If your local authority asked us to provide the service you want to complain about you can choose who you want to complain to. If you need information about how to complain to your Local Authority contact your local ARK office, or our Head Office at the Priory in Edinburgh.

