

Complaints form

If you need a copy of this form in large print, Braille, audio format or translated into your first language, call 0300 131 7300 or email isha@isha.co.uk.

Please return your completed complaints form to:

Complaints Team
Islington & Shoreditch Housing Association
102 Blackstock Road
London N4 2DR

Your details

Full name	
Full name of ISHA customer <i>(If you are making a complaint on their behalf)</i>	
First line of complainant's address	
Second and third line of complainant's address	
Postcode	
Contact telephone number	
Alternative contact number	
Email address	

Preferred method of contact
(Tick all that apply)

Phone

Email

Post

Your complaint

Please provide as many details as possible, including the dates and times of any incidents or when you contacted ISHA. This will help us investigate your complaint.

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Do you have any reference numbers which could help our investigation?

(This could be things like a previous complaint, repairs, or crime reference numbers.)

Do you know the names of any ISHA staff members who have been involved in this matter?

What actions would you like us to take to resolve your complaint?

More information

Is there any further information you want to include with your complaint?

Declaration

Please sign and date this form before returning it by post or in person to our registered address.

Your signature

Signature of ISHA customer
(If you are making a complaint on their behalf.)

Today's date
DD/MM/YY format

Complaints handling process

You can read or download our complaints handling policy on our website – www.isha.co.uk/complaints.

Reference	Version	Author	Date
Complaints form (print version)	1.0	David Saunders	April 2024

Other languages

Albanian

Nëse keni pyetje ose keni nevojë për informacione të mëtejshme, ju lutemi kontaktoni ISHA në 0300 131 7300 ose në www.isha.co.uk. Ju lutemi na kontaktoni drejtpërdrejt nëse ju nevojitet kjo fletëpalosje në një gjuhë apo format tjetër.

Arabic

لمزيد من المعلومات أو أية استفسارات يرجى الاتصال بـ آي أس أتش أي (ISHA) على
0300 131 7300 أو زيارتنا على موقعنا الإلكتروني www.isha.co.uk
إذا رغبت في كتيب مترجم أو اردت النص بصيغة أخرى يرجى الإتصال بنا مباشرة.

Bengali

আরও তথ্যের জন্য কিংবা আপনার কোন প্রশ্ন থাকলে অনুগ্রহ করে
0300 131 7300 নম্বরে অথবা www.isha.co.uk ওয়েবসাইটে ISHA-এর সাথে যোগাযোগ
করুন। লিফলেটটি অন্য ভাষায় অনুবাদ কিংবা ভিন্ন ফরমেটে পেতে চাইলে অনুগ্রহ
করে আমাদের সাথে সরাসরি যোগাযোগ করুন।

French

Si vous avez des questions ou souhaitez des renseignements complémentaires veuillez
contacter ISHA au 0300 131 7300 ou consulter notre site www.isha.co.uk Si vous souhaitez
avoir la traduction de cette brochure ou l'obtenir dans un format différent veuillez nous
contacter directement.

Gujarati

જો તમને કોઈ પ્રશ્નો હોય અથવા વધારે માહિતી જોઈતી હોય તો, કૃપા કરી ISHA નો 0300 131 7300
ઉપર અથવા www.isha.co.uk ઉપર સંપર્ક કરો. જો તમને આ પત્રિકા બીજી ભાષા અથવા રચનામાં
જોઈતી હોય તો કૃપા કરી અમારો સીધો સંપર્ક કરો.

Hindi

यदि आपके पास कोई प्रश्न है या आपको अन्य जानकारी चाहिए तो कृपया शिष्टा से
0300 131 7300 पर या www.isha.co.uk पर संपर्क करें। यदि आपको यह पत्रक किसी अन्य भाषा या
अनुरूप में चाहिए तो कृपया सीधा हमें संपर्क करें।

Polish

W przypadku pytań, lub w celu uzyskania dalszych informacji, prosimy o kontakt z ISHA
pod numerem 0300 131 7300 lub na stronie www.isha.co.uk Prosimy o bezpośredni
kontakt z nami, jeżeli potrzebne jest tłumaczenie tej broszury lub udostępnienie jej w
innym formacie.

Somali

Haddii aad su'aalo qabto ama aad u baahan tahay macluumaad dheeraad ah fadlan kala
xidhiidh ISHA 0300 131 7300 ama www.isha.co.uk Fadlan si toos ah nola soo xidhiidh
haddii aad u baahan tahay buug-yarahaan oo luqad kale ku qoran.

Spanish

Para más información o cualquier consulta puede ponerse en contacto con ISHA a través
del número 0300 131 7300 o de nuestro sitio web www.isha.co.uk Si desea este folleto
traducido o en un formato diferente, por favor, póngase en contacto con nosotros
directamente.

Turkish

Daha fazla bilgi almak veya sorularınız için lütfen ISHA'yı 0300 131 7300 numaradan arayın
ya da websitemiz www.isha.co.uk 'u ziyaret edin Bu kitapçığın başka bir formata
çevrilmesini istiyorsanız, lütfen bizi doğrudan arayınız.

Urdu

مزید معلومات یا کسی سوالات کے لئے ISHA سے اس نمبر پر رابطہ کیجئے: 0300 131 7300: یا ہماری ویب
سائٹ ملاحظہ کیجئے www.isha.co.uk:
اگر آپ کو اس پرچے کا ترجمہ یا یہ ایک مختلف صورت میں چاہئے تو براۓ مہربانی ہم سے براۓ راست رابطہ
کریں۔

Vietnamese

Để biết thêm thông tin hoặc nếu bạn có bất kỳ thắc mắc nào, xin vui lòng liên hệ với Isha
theo số 0300 131 7300 hoặc truy cập vào website của chúng tôi tại www.isha.co.uk nếu
bạn muốn tập thông tin này được dịch ra một ngôn ngữ hoặc có một định dạng khác.