



## Formal Complaint Form

### Section 1 – Authority

Before completing this application form, please carefully read the following:

- The Crown Management UK Ltd complaints process form (CP1)

### Section 2 – General Guidance

1. Complaints should be made promptly. This means, they should be made as soon as possible after the informal procedures have been exhausted and must be made within 30 days of the occurrence of the subject of the complaint.
2. Complaints should be raised informally with the person concerned in the first instance. This is the most effective way to resolve any issue. If, however, you are not satisfied, then an Informal Complaint should be raised with another member of staff.
3. Formal Complaints will only be considered outside the 30-day timeframe if there are good reasons for not complying. If it is outside this timeframe, you should enclose a covering letter explaining the reasons for lateness and enclose objective and authoritative evidence to support the lateness with the Formal Complaint form. We will consider the reason(s) why the form is late and will decide whether or not to accept the Formal Complaint for review.
4. Formal Complaints will only be accepted on this form.
5. The Form should be accompanied by evidence that you seek to rely on to support the complaint and detail the outcome and/or remedy being sought.
6. Complainants will be notified of the outcome **by email** normally within 28 working days of receipt.

### Section 3 - Contact details

Please fill in the following details:

Title (Mr/Mrs/Other):

First name:

Surname:

Customer Ref:

Email address:

Home address:

Property address:

#### **Section 4 – Informal Complaint**

Please provide details below of the action you have taken in an attempt to resolve the complaint on an Informal basis. Please include any documentation or evidence referred to with this form.

## Section 5 – Formal Complaint

Please provide details of the facts relating to your Formal Complaint, provide the dates of events and include with this form any documentation or evidence referred to. If appropriate, please also supply the names and contact details of any witnesses.

## **Section 6 – Documentation/Evidence**

Please list the documentation or evidence below that you wish to rely on to support your complaint. Complaints received without supporting evidence may not be considered.

## **Section 7 – Outcome or Remedy Sought**

Please state what outcome you are seeking in resolution of your complaint.

## Section 8 – Privacy notice

Any information submitted to Crown Management UK Limited including your completed application form, accompanying evidence and any correspondence relating to your application, will be used to assess, process and respond to your application.

Please be aware that, in assessing your application, Crown Management UK Limited may take the following steps:

- corresponding with other residents and/or leaseholders regarding the information provided in your application; and
- corresponding with any third parties in relation to any evidence you have submitted or allegations raised.

Crown Management UK Limited may also confirm the outcome of your application with relevant staff (such as any staff who were the subject of the complaint).

## Section 9 – Declaration

I confirm that:

- I have read the Complaints Policy and Procedure.
- the information I have provided is true and accurate;
- the details of this complaint can be passed onto relevant staff;
- I have kept a copy of this form and all additional documents submitted; and.
- I consent to the release of my personal data to the PRS should a referral be made at a later date.

Signature:

Date:

## Section 10 – Submitting the form

Please send your completed form and accompanying documentation/evidence to:

Crown Management UK Limited  
Meadow View House  
191 Queens Road,  
Norwich.  
NR1 3PP.