

Newark and Sherwood Homes strives to offer a service that is responsive to your needs and focuses on our customers.

By filling in this form you will help us to improve the service we provide for our customers. Please fold and return completed forms to: Newark and Sherwood Homes. We will write and confirm that we have received your form within 3 working days of receipt.

Why should I complete this form?

You use our services. You are in the best position to tell us how they can be improved.

What suggestions can I make?

Anything that you feel would improve our service to you, our customer.

What happens once I send my form back?

We will reply to everyone returning the form. We will investigate your comments and send you written feedback when we have completed our enquiries.

What we do with your comments

Each form will be looked at by the manager responsible for the service and where necessary action is taken to improve the level of service that we offer.

Response Times

You will be sent a full written reply within ten working days or an acknowledgement letter explaining what is being done, and giving a date by which you will be sent a full reply.

If you have a complaint please see the leaflet 'Complaints Matter' which sets out our procedures and response times.

NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

**GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550**

**EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010**

**FAX:
01636 655514**

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

**REPAIRS FREEPHONE:
0800 561 0010**

**MINICOM:
01636 655960**

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729

www.nshomes.co.uk

No stamp
required

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutró idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word
Translation Services

Audio Tape

BUSINESS REPLY SERVICE
Licence No. RLSA-BHAY-KGGK
Newark and Sherwood Homes Ltd
Kelham Hall
Kelham
NEWARK
NG23 5QX

Housing Matters Suggestions Comments Thanks



"to deliver excellent Housing Services"



What we need to know

Your name:

Mr / Mrs / Miss / Ms

Address:

Email:

Telephone number:

Please give details of your suggestion/comment.

How do you think we could improve or put things right?

If you prefer to be contacted by telephone please tick this box
 If you do not wish to be contacted for feedback on how your complaint was dealt with please tick here

Equal Opportunities Monitoring

Gender: (Optional) (Please tick) Female Male Transgender **Age:** (Optional) Years

Do you consider yourself to have a disability: (Optional) (Please tick) Yes No

Ethnicity: (Please tick)

1. White

- British
- Irish
- White Other

3. Asian

- Indian
- Pakistani
- Bangladeshi
- Asian Other

5. Chinese

6. Gypsy/Traveller

7. Other Ethnic Group
(please state)

-
-
-
-

-
-
-

2. Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Mixed Other

8. Prefer not to say

-
-
-
-

-

Nationality: (Please tick)

- UK national resident in UK
- UK national returning from residence from over seas
- Czech Republic
- Estonia
- Hungary

- Latvia
- Lithuania
- Poland
- Slovenia
- Slovakia
- Bulgaria

-
-
-
-

- Romania
- Other European
- Economic area (EEA)
- Any other country
- Prefer not to say

-
-
-
-

Religion or Belief: (Please tick)

- Christian
- Sikh
- Jewish
- Buddhist

- Hindu
- Muslim
- Other (Please State)

- No Religion or Belief
- Prefer not to say

-
-

Disability: (Please tick up to 4)

- Blind
- Physical co-ordination difficulties
- Wheelchair user (Full)
- Learning difficulties
- Limited mobility

- Mental health
- Partially sighted
- Profoundly deaf
- Partial hearing
- Wheelchair user (Partial)

-
-
-
-

- Speech impairment
- No disability
- Other

-
-
-

Sexual Orientation: (Please tick)

- Bisexual
- Gay man
- Gay woman/Lesbian
- Heterosexual/Straight
- Other
- Prefer not to say

-

-

Signature:

Date:

There are some things we cannot change, such as actions we must take by law. If this is the case, we will explain why this is and tell you who to contact for further advice.
 NSH may wish to share information you supply with other organisations such as Newark & Sherwood District Council and other Government bodies.

All information provided will be treated in accordance with the Data Protection Act 1998.

MOISTEN HERE