

1b

complaints and compliments form



**Information
for customers of
Parkway Green
Housing Trust**



Complaints form

How to use this leaflet

We've included all the forms with this leaflet that you might need to tell us about our services. Simply tear off the form you need and hand the form in to us or post it using our FREEPOST address.

FREEPOST PLUS RRHY-RBGR-JBHC
Parkway Green Housing Trust
Local Services Team
Parkway Green House
Palatine Road
Manchester
M22 4DJ

1. About you

Name:

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Address:

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.....

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Postcode:

Telephone numbers:

(day)

(evening)

Compliments form

1. About you

Name:

.....
.....

Address:

.....
.....
.....
.....

Postcode:

Telephone numbers:

(day)

(evening)

2. Who helped you? (if applicable)

Please give us their name and job title

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3. Please tell us what we did well or make your suggestion

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Please use a separate sheet to give us more details.

Equality monitoring

How would you describe yourself?

Please tick all boxes that apply

1. Gender

- Male Female
- Do not wish to answer

2. Age

- Under 25 25-34
- 35-44 45-54
- 55-64 65+
- Do not wish to answer

3. Faith

If you have a faith, please tell us what it is in the box below

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4. Sexuality

- Heterosexual Gay
- Lesbian Bi-sexual
- Other/prefer not to say

5. Do you consider yourself to have a disability?

- Yes No

6. How would you define your ethnic group?

White

- British Irish
- Any other white background

Black or Black British

- Caribbean African
- Any other black background

Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Any other mixed background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Other

- Chinese Vietnamese
- Gypsy/Traveller Other

7. Do you feel that the ethnic group you belong to has affected the service you have received?

- Yes No

If yes, please tell us how

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Contact us

By phone

0300 111 0000

Phone this number for any Parkway Green service or to arrange an appointment for us to visit you, 8am - 5.30pm, Monday to Friday.

By email

info@parkwaygreen.co.uk

By post

Parkway Green Housing Trust
Parkway Green House
460 Palatine Road
Northenden
M22 4DJ

In person

Visit our local offices:

Parkway Green House
460 Palatine Road, Northenden,
M22 4DJ

or

137 Bowland Road,
Baguley, M23 1LE

Our offices are accessible to disabled people

