



# Making a complaint about

## **Ark Housing Association Ltd**

The Priory, Canaan Lane, Edinburgh EH10 4SG

Email: [complaints@arkha.org.uk](mailto: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 such as 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 Handling  
Procedure  
Customer Guide is available on our website  
and on request.

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

# Ark Housing Association Ltd

The Priory, Canaan Lane, Edinburgh EH10 4SG

[www.arkha.org.uk](http://www.arkha.org.uk)



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Telephone: 0131 447 9027

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



4 Melville Street

Edinburgh

EH3 7NS

**Online:**

Freepost SPSO

(this is all you need to

write- you don't need  
to use a stamp)

[www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

**Tel:** 0800 377 7330

**Website:** [www.spsso.org.uk](http://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](mailto:enquiries@careinspectorate.com)

Telephone 0845 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 please contact your local ARK office, or our Head Office at the Priory in Edinburgh.