Service User / Resident Monitoring Form

LBH REF

The following questions are optional. In line with the Data Protection Act 1998, your answers are confidential and will only be used for monitoring how we deliver our services.

Which of the following age groups do you fall into?

16-19 ☐ 20-29 ☐ 30-39 ☐ 40-49 ☐

50-59 ☐ 60-69 ☐ 70-79 ☐ 80+ ☐

What gender are you? Male ☐ Female ☐

What is your ethnic origin?

Asian ☐ Black ☐ Chinese/South East Asian ☐

Mixed ☐ White ☐ Other ☐

Do you have a disability? Yes ☐ No ☐

Which best describes your faith or belief?

Buddhist ☐ Christian ☐ Hindu ☐ Muslim ☐

Orthodox Jewish/Charedi ☐ Other Jewish ☐ Sikh ☐

Atheist/No belief ☐ Other ☐

What is your sexual orientation?

Bi-sexual ☐ Gay ☐ Heterosexual ☐ Lesbian ☐

How to send us your completed form

This customer monitoring form makes into a self-seal envelope making it easy for you to send your complaint form to us:

- Fold it in half to make the envelope.
- Put your completed complaints form and any evidence inside.
- Remove the strips and stick the sides together to seal the envelope.
- Post to us, no stamp needed.

Alternatively you can put everything in your own envelope addressed to:
Complaints Team, London Borough of Hackney, FREEPOST LON18986, London E8 1BR(no stamp needed)

You can also hand in your complaints form, monitoring form and evidence at any Council reception.

Thank you for your complaint.

You should hear from us within three working days to let you know we have received your complaint, to tell you who is dealing with it and when you can expect a response.

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Hackney

Complaints Team
London Borough of Hackney
FREEPOST LON 18986
LONDON
E8 1BR