

# Complaints form

You can hand the form in at any Council reception or you can post it to us.

|                |                      |               |                      |          |                      |
|----------------|----------------------|---------------|----------------------|----------|----------------------|
| First name     | <input type="text"/> | Surname       | <input type="text"/> | Title    | Mr / Mrs / Miss / Ms |
| Address        | <input type="text"/> |               |                      | Postcode | <input type="text"/> |
| Daytime number | <input type="text"/> | Mobile number | <input type="text"/> |          |                      |
| Email          | <input type="text"/> |               |                      |          |                      |

Please tell us as much as possible about your complaint (continue on a separate sheet if you need to.)

What service are you complaining about? .....

What do you think the Council did wrong? .....

What do you think the Council should do to to put things right? .....

If you have any letters or documents to support your complaint, such as letters from us, please send them with this form

|                      |                      |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
| Your signature       | Date                 |



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

# Service User / Resident Monitoring

## Why do we monitor?

Hackney has a moral and legal responsibility to promote equality. As part of our duty we need to monitor those who are using or would like to use our services. With up-to-date and accurate information we are able to:

- Better understand our service users / residents to meet their specific needs
- Identify any possible discrimination or barriers to accessing our services (or information about our services) for different groups of people
- Anticipate and avoid potential difficulties for some people and work to remove them

**Data Protection** All information is confidential and will only be used under the strict controls of the Data Protection Act 1998.

## Age Monitoring Information

Which one of the following age groups do you fall into?

- 0-15    16-19    20-29    30-39    40-49    50-59    60-69    70-79    80+

## Gender Monitoring Information

Are you?   Male    Female

## Ethnicity Monitoring Information

What is your ethnic group?

Our ethnic background describes how we think of ourselves. This may be based on many things, for example, our language, culture, ancestry or family history. **Ethnic background is not necessarily the same as nationality or country of birth.** It is not possible to list all of the ethnic groups but those listed overleaf reflect the largest ethnic groups in Hackney. Please study the list and tick which is closest to how you see yourself, or write in a more specific group if you wish.

|   |                          |  |                          |
|---|--------------------------|--|--------------------------|
| <b>A) White</b>   |                          | Any other Mixed background               | <input type="checkbox"/> |
| British   | <input type="checkbox"/> |  |                          |
| Irish   | <input type="checkbox"/> | <b>C) Asian or Asian British</b>         |                          |
| Traveller of Irish heritage                             | <input type="checkbox"/> | Indian                                   | <input type="checkbox"/> |
| Gypsy Roma  | <input type="checkbox"/> | Pakistani                                | <input type="checkbox"/> |
| Turkish Cypriot/Turkish-speaking<br>(including Kurdish) | <input type="checkbox"/> | Bangladeshi                              | <input type="checkbox"/> |
| Other Kurdish   | <input type="checkbox"/> | Any other Asian background               | <input type="checkbox"/> |
| Greek/Greek Cypriot                                     | <input type="checkbox"/> |  |                          |
| White Eastern European                                  | <input type="checkbox"/> | <b>D) Black or Black British</b>         |                          |
| White Other European                                    | <input type="checkbox"/> | Caribbean                                | <input type="checkbox"/> |
| Jewish  | <input type="checkbox"/> | African – Somali                         | <input type="checkbox"/> |
| Charedi (Orthodox Jewish)                               | <input type="checkbox"/> | African – Congolese                      | <input type="checkbox"/> |
| Any other White background                              | <input type="checkbox"/> | African – Nigerian                       | <input type="checkbox"/> |
|   |                          | African – Ghanaian                       | <input type="checkbox"/> |
|   |                          | Other West African                       | <input type="checkbox"/> |
|   |                          | Any other African or Black<br>background | <input type="checkbox"/> |
| <b>B) Mixed</b>   |                          |  |                          |
| White and Black Caribbean                               | <input type="checkbox"/> |  |                          |
| White and Black African                                 | <input type="checkbox"/> |  |                          |
| White and Asian   | <input type="checkbox"/> |  |                          |

**E) Chinese or South East Asian/  
South East Asian British**

- Chinese
- Vietnamese
- Any other South East Asian

**F) Any other ethnic group**  
Any other group

**Disability Monitoring Information**

**Do you have a disability?**

The definition of disability according to the Disability Discrimination Act 1995 (DDA), is: "A physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day-to-day activities". (Long term in this definition is taken to mean more than 12 months). This definition also includes long term illness such as cancer and HIV or mental health.

Do you consider yourself to have a disability under the Disability Discrimination Act Definition?

**No**

**Yes - Hearing** (deaf, partially deaf or hard of hearing)

**Yes - Vision** (blind or fractional/partial sight. Does not include people whose visual problems can be corrected by glasses/contact lenses)

**Yes - Mobility** (wheelchair user, artificial lower limb(s), walking aids, rheumatism or arthritis etc)

**Yes - Speech** (speech impairments that can cause communication problems)

**Yes - Mental Illness** (substantial and lasting more than a year, severe depression, psychoses etc)

**Yes - Learning Difficulties** (e.g. dyslexia)

**Yes - Physical Co-ordination** (manual dexterity, muscular control, e.g. cerebral palsy)

**Yes - Reduced Physical Capacity** (inability to lift, carry or otherwise move everyday objects, debilitating pain and lack of strength, breath, energy or stamina, e.g. asthma, angina or diabetes)

**Yes - Physical Disability**

**Yes - Long Term Illness** (such as cancer, HIV, multiple sclerosis)

**Yes - Other Disability**

Are you registered for Disability Living Allowance? Yes  No

**Religion/Belief Monitoring Information**

Hackney recognises that monitoring faith groups within the borough is a significant step to acknowledging the diversity of our service users' / residents' faith or beliefs and to understanding and responding to associated needs or issues.

Please tick a box from the list below which best describes your belief or faith.

- |  |   |  |   |
|--|---|--|---|
| Christian <input type="checkbox"/>       | Muslim <input type="checkbox"/>             | Orthodox Jewish/Charedi <input type="checkbox"/> | Buddhist <input type="checkbox"/>             |
| Other Jewish <input type="checkbox"/>    | Hindu <input type="checkbox"/>              | Sikh <input type="checkbox"/>                    | Other faiths/beliefs <input type="checkbox"/> |
| Secular beliefs <input type="checkbox"/> | Atheist/No beliefs <input type="checkbox"/> | Not stated <input type="checkbox"/>              |   |

**Sexual Orientation Monitoring Information**

Hackney also recognises that monitoring the sexual orientation of service users / residents is important as it positively acknowledges the importance for everyone of their own identity. It also allows us to better understand and respond to specific needs or issues affecting bi-sexual, lesbian or gay people in Hackney.

Please tick a box from the list below that best describes you.

**Are you?** Bi-sexual  Gay  Heterosexual  Lesbian  Not Stated

**Please fold twice and enclose with your complaints form**