

Equality Monitoring

In providing access to housing, services and work no-one will receive less favourable treatment than another on the grounds of race, colour national or ethnic origin, nationality, religion, belief, gender, marital status, pregnancy, sexual orientation, disability or age and we expect everyone who works with SHAL to support this policy. SHAL is committed to eliminating discrimination, promoting equality and promoting good relations on these grounds.

To help SHAL monitor its policy, it would help if you would complete the following section:-

Ethnicity (Please tick appropriate box)

Would you describe your ethnic group as

- a) White British (1)
 Irish (2)
 Other (3)
- b) Mixed White & Black Caribbean (4)
 White & Black African (5)
 White & Black Asian (6)
 Other (7)
- c) Asian or Asian British Indian (8)
 Pakistani (9)
 Bangladeshi (10)
 Other (11)
- d) Black or Black British Caribbean (12)
 African (13)
 Other (14)

- e) Chinese or other ethnic group Chinese (15)
 Other (16)

- f) Refused (17)

Gender (Please tick appropriate box)

- Female Male

Disability - If you consider you have a disability please give brief details below. We define a disability as a physical or mental impairment which has a sustainable long-term adverse effect on your ability to carry out normal day-to-day activities.

Signature.....

Date

This document is available in other formats (eg in large print or on CD), please contact us if you require a different format.



COMPLAINTS PROCEDURE

**SHAL Housing Ltd, 2 King Square,
 Bridgwater Somerset TA6 3DG
 Tel: 01278 444344 Fax: 01278 445610
www.shal.org**

If you have a complaint about the service you receive from SHAL Housing Limited please take the following action:-

Stage One - Contact the person you first contacted

This can be done by telephone, in person or in writing.

Stage Two - Contact SHAL'S Chief Executive

If you feel that the matter has not been satisfactorily dealt with under stage one, an appointment will be made for you with the Chief Executive.

It will be helpful if you bring with you any relevant letters/papers together with notes of dates, times and any other factors which are significant to the complaint.

A written response will be sent within 5 working days of the appointment.

Stage Three - Write to SHAL's Board

If you are still dissatisfied, you should put your complaint in writing using the form attached, please also complete the Equality Monitoring form on the back, and address it to:-

The Chairman, SHAL Housing Limited, 2 King Square, Bridgwater, Somerset TA6 3DG and mark the envelope '**FORMAL COMPLAINT**'

All such complaints will be dealt with by the Board at their next scheduled meeting (however, more urgent action may be taken by the Chairman where necessary). You may attend the Board meeting to put your complaint in person, if you wish.

Due to the frequency of Board meetings, it should be noted that you may not receive an immediate reply, but a written decision will be issued within 3 working days of the meeting.

Stage Four - Independent Housing Ombudsman

If you still feel aggrieved by SHAL you may wish to direct your complaint to:-

Independent Housing Ombudsman Ltd
81 Aldwych
London WC2B 4HN

Tel: 020 7421 3800
LoCall 084 5712 5973
Minicom 020 7404 7092
Fax: 020 7831 1942

ihol@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk
Calls via "Typetalk" welcome

Please also note that tenants have a right to lodge complaints of discrimination in the County Court on the grounds of race or gender.

Tenants also have rights under the Protection from Harassment Act 1997. There is a six month limit within which complaints must be made.

Further advice may be available from a Solicitor or the Citizens Advice Bureau

To: The Chairman, SHAL Housing Ltd, 2 King Square, Bridgwater TA6 3DG

Name _____

Address _____

Telephone _____

email: _____

Nature of complaint:

Do you wish to attend the Board meeting?

Yes

No

PTO.