

A guide to making a complaint against us



Arabic

إذا كنت ترغب في الحصول على نسخة من هذا المنشور باللغة الصومالية، يرجى الاتصال بالهاتف على الرقم 0161 226 4211 أو إرسال رسالة إلى العنوان التالي:
Mossclare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

French

Si vous souhaitez une copie de cette publication en Français, veuillez téléphoner au 0161 226 4211 ou écrire à :
Mossclare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Gujarati

જો તમને આ પ્રકાશનની ગુજરાતી ભાષામાં નકલની આવશ્યકતા હોય કૃપા કરી 0161 226 4211 પર ટેલીફોન કરો અથવા આ સરનામે લખો "The Mossclare Housing Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim, prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub napisz do nas na adres:
Mossclare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Somali

Haddii aad af Soomaali ku rabtid nuqulka daabacaddaan fadlan soo wac telefoonka 0161 226 4211 ama u soo qor:
Mossclare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA

Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں یا ہمیں لکھیں:
Mossclare Housing Limited, 101 Great Western Street, Moss Side, Manchester, M14 4AA



Contact us if you would like a copy of this publication in large print, Braille, audio format or another language.

Mossclare Housing Head Office
101 Great Western Street
Moss Side
Manchester M14 4AA
Tel: 0161 226 4211
Fax: 0161 226 8752

information@mossclare.org.uk
www.mossclare.org.uk

Mossclare Housing
Neighbourhood and Community
Liaison Team East
New Roundhouse
1328–1330 Ashton Old Road
Openshaw
Manchester M11 1JG
Tel: 0161 371 6570
Fax: 0161 370 9170

Carrbrook Housing Co-operative
1 Broadbent Close
Carrbrook
Stalybridge SK15 3LJ
Tel: 01457 832195
Fax: 01457 838943

Textphone for all offices: 0161 226 2222

Registered Charitable Housing Association No. 24178R.
Registered with the Tenant Services Authority.



Have you complained about this matter before? Yes No

If yes, who did you complain to?

When did you make the complaint?

Name:

Address:

Postcode:

Email:

Contact Telephone numbers:

Signed:

Date:

If you return this form to us using the following address, you will not need to use a stamp:

Mossclare Housing
Freepost
NWW 1312
Manchester M14 9HY

Complaints form part of our regular review and improvement of services.

In certain situations where we have failed to provide a service we may pay compensation. Please see our separate leaflet on compensation for more information.

If you have followed the full complaints procedure described in this leaflet and you are still not satisfied you have the right to complain to:

The Housing Ombudsman Service
81 Aldwych
London
WC2B 4HN

