

Your views matter



your comments and compliments





Your feedback helps us to continually improve the services we can offer you.

Comments and compliments are always welcome.

Have you...

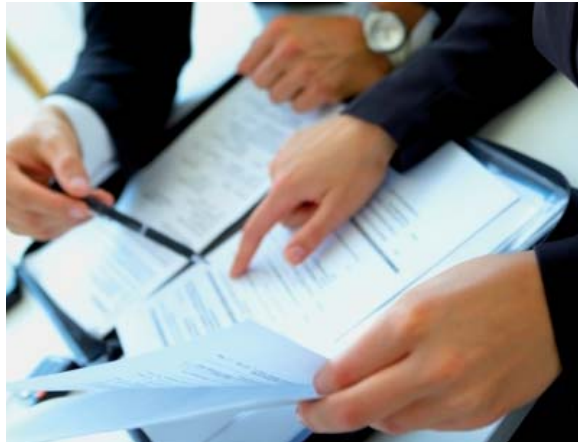
Received an excellent service from us recently?

A comment to make on the service you have received?

If so, we'd love to hear from you!

We're committed to listening to you, our customers, because our success depends on involving you in shaping what we do.

To help us we'd love to hear your comments about the services we provide so we can use them to continue to improve.



Also, if you're happy with the service you've received from us or a particular member of staff, please tell us!! We will make sure your compliment is passed to the member/s of staff concerned.

Please fill in this form and return it to any member of staff or seal and post it. As a thank you we will enter you into our free quarterly prize draw for £25.



We really value your feedback, good or bad...

This information can be made available in

- Other languages
- Large print
- Braille
- Audio tape
- Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - Urdu

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać. - Polish

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه - Kurdish

We really value your feedback, whether good or bad, to help us improve our services.

Please contact us if you have a comment, compliment, or complaint to make about any aspect of the service we provide.

How to contact us



By telephoning
01782 635200

By minicom
01782 854993

By fax
01782 715498

By writing to
Aspire Housing
Kingsley
The Brampton
Newcastle under Lyme
Staffordshire
ST5 0QW

By visiting our offices
By emailing us
enquiries@aspirehousing.co.uk
Via our website
www.aspirehousing.co.uk

word|for|word

APPROVED BY ASPIRE HOUSING CUSTOMERS



Equality & Diversity Monitoring

To help us ensure that we are implementing our Equality & Diversity policy effectively, please provide the following information. This form will be treated as CONFIDENTIAL and will only be used to make sure we deal with feedback from all customers consistently and fairly, regardless of their age, gender, ethnic origin etc.

Ethnic Origin *(please tick)*

White

- British
- Irish
- Other

Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Other

Asian/Asian British

- Indian
- Bangladeshi
- Pakistani
- Other

Black/Black British

- Caribbean
- African
- Other

Chinese

- Chinese

Other Ethnic Group

- Don't Know
- Other

Disability *(please tick)*

Do you regard yourself as having a disability? Yes No
(Please see guidance below)

A person is regarded as disabled if they have a physical, sensory or mental impairment, which has a substantial and long-term effect on their ability to carry out normal day-to-day activities.

Aspire Housing

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