MLAS Complaint Form

A: Your Details		
A1: First name		
A2: Family name		
A3: Address, including postcode		
A4: Contact telephone number		
A5: Email address		

B: Subject of Your Complaint (MLAS Accredited Landlord/Agent)		
A1: Landlord's First Name (if		
applicable)		
A2: Landlord's Family Name		
(if applicable)		
A3: Name of Letting Agent (if		
applicable)		
A4: Address of		
Landlord/Letting Agent,		
including postcode		
A5: MLAS Accreditation		
Number		

C1: Your complaint – What happened? When did it happen?

Please set out your complaint clearly and briefly. Please provide evidence to support your complaint and describe how the evidence supports what you are saying (see also C2, below). We will only consider your evidence if you mention how it supports what you are saying:

C2: What evidence are you providing?

Please label your evidence and describe what it is below. For example, *Evidence A is an email sent to me from the landlord on 28th September 2015.* <u>Please include a copy of your tenancy agreement.</u> We will only consider your evidence if you have labelled it and described how it supports your complaint in C1 (above):

Evidence A. Evidence B. Evidence C. Evidence D.

D: Your Declaration

I have read and understood the Complaints Procedure. I understand that MLAS will accept a complaint from tenants or members of the public. I understand that MLAS will assess my request to decide whether it meets the conditions to be considered under the Complaints Procedure. I can confirm that the information given on this form and the supporting evidence is true and accurate. I understand that MLAS may need to share information with other persons or organisations as part of any investigation to resolve my complaint. By submitting this form I authorise MLAS to consider my complaint.

Signature	
If submitting your form electronically (for example, by email), please type your name	
	Date: Click here to enter a date.

Submit your completed form along with your evidence to: <u>talk@mlas.org.uk</u> or post to: MLAS, Highfield House Business Centre, 1562-1564 Stratford Road, Hall Green, Birmingham B28 9HA