

*Together we stand  
campaigning for a  
better future*

**Data Protection**

The new Data Protection Regulations are designed to strengthen data protection for individuals. We will use any personal information that you provide to us to keep you updated, to send you meeting notices, newsletters, and other information. We will not pass your details on to other persons or organisations without your express consent to do so. We will ensure that all information is held securely.

Should you wish us to delete any information that we hold about you, please notify us, and we will comply with your request.

*Pace*

Practical Award in Community Excellence

**The Federation receives funding from Wolverhampton  
City Council**

*Company number 07654832*



**COMPLIMENTS  
AND  
COMPLAINTS**

## Compliments and Complaints Procedure

If you wish to compliment or to make a complaint against the Wolverhampton Federations of Tenants' Associations C.I.C, you may do so in one of the following ways:

- In writing to the Secretary of the Federation at Ellerton House, Ellerton Walk, New Park Village, Wolverhampton, WV10 0UG, or
- By telephoning the office on number 01902 55 6816, or
- By email at [wfta@live.co.uk](mailto:wfta@live.co.uk)
- By calling in person at the office. (Please telephone first to make an appointment), or
- By using this form and returning it to Ellerton House, or
- By contacting us on our website [www.wfta.org.uk](http://www.wfta.org.uk)

If you make a complaint, we will try to resolve any issues as quickly as possible. This may be done by way of an apology, or a full explanation, or by reviewing a decision we have already made or by reviewing the way in which we work.

There are 3 stages to our policy.

Stage 1: We will acknowledge your complaint within 7 days and respond as soon as possible with a full update within 28 calendar days. This will be dealt with by an officer of the Federation.

Stage 2: If you wish to appeal against the decision please do so within 28 calendar days of receiving the response. We will acknowledge your appeal within 7 calendar days and will respond within 28 calendar days. The appeal will be dealt with by the Board.

Stage 3: If you are still not satisfied with the outcome you may, within 28 days of receiving the response, request that the decision goes before an appeals panel. We will acknowledge your request within 7 calendar days and will respond within 28 calendar days. The appeals panel will be appointed by the Board but will include at least one person who is independent of the Federation.

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### Compliments/Complaints

Name.....

Address.....

Tel No/email.....

Compliment/complaint.....

Signed..... Date.....