

Housing Executive Representative Form for Complaints

Details of the Complainant

Full Name:

Other name(s) known by:

Current address:

Please complete the details of your preferred method of contact

Email address:

Contact telephone number:

Details of the Representative

Full Name:

Other name(s) known by:

Current address:

Please complete the details of your preferred method of contact

Email address:

Contact telephone number:

Please enclose proof of the Complainant's identity and your own identity (see Appendix 1: Acceptable forms of identification). If we are not satisfied you are who you claim to be, we reserve the right to refuse to grant your request. If you have any queries regarding this, please email centralcomplaints@nihe.gov.uk.

Authority to release information to a representative:

A representative needs to obtain authority from the applicant before personal data can be released. The representative should obtain the applicant's signature below.

I/We hereby give my/our authority for the representative named above to communicate with all staff involved in the investigation of this complaint on my/our behalf.

Signature of Applicant:

Date:

Signature of Representative:

Date:

Appendix 1: Acceptable forms of identification

List A – Primary proofs (one required)

Please **do not** send an original passport, driving licence or identity card.

- A current passport
- A current Northern Ireland, Great Britain or Republic of Ireland driving licence
- A national identity card from a European Union member state
- An electoral identity card
- A Translink over 60 or Senior Smartpass
- A Translink Y-Link travel card
- A Constructions Skills identity card
- A Works Pass issued by a Government Department, Agency or Local Authority

If none of the above is available, TWO different documents from the list below should be provided as evidence of identity.

List B – Secondary proofs (two required)

- Birth certificate
- Credit or credit card
- Divorce or annulment papers
- Home Office Standard Acknowledgement Letter (SAL 1 or 2)

- Life assurance or insurance policies
- Marriage certificate
- Medical card
- National Insurance Number Card
- Utility bill (for the last quarter)
- Wage slip from current employer
- UK residence permit
- Bank statements (not older than four weeks)
- Letter from solicitor, social worker, probation officer, Inland Revenue or the Police Service of Northern Ireland

Please note any original documents you send to us will be returned by first class post.