

Voluntary Membership Application Form

Organisational details

Organisation name	
Address	
Telephone	
E-mail	
Website address	
Companies House company number (if applicable)	
Social Media: e.g. Facebook page, Twitter handle	

Other contact details we need

CEO Details	
Accounts Payable Telephone	
Accounts Payable E-mail	
Ombudsman's liaison e.g. Customer Service/Complaints Manager (if applicable)	

Information about housing stock

Number of units held	
Number of social housing units held	
Other	

Existing registrations

Are you registered with the HCA?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	In process <input type="checkbox"/>
Another Ombudsman?			
Any other organisation or group?			

Agreements

Agreement to being bound by The Housing Ombudsman [Scheme](#)?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Information related to complaints and processes

Have you established and maintained a complaints procedure?

Yes <input type="checkbox"/>	No <input type="checkbox"/>
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(If yes, please provide a copy of your complaints procedure and an example redacted complaint response)

Where is your complaints procedure made available to tenants? (Please provide supporting evidence)

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If your application is successful, how will you inform complainants of their right to bring complaints to the Ombudsman under the Scheme?

Date by which you will have completed this action?

How will you inform stakeholders of your membership of the Scheme, and make information about your membership available to those entitled to complain to the Ombudsman?

Date by which you will have completed this action?

Anything else you want to tell us about that you feel may be relevant to your application?

Title:	Name:	Signature:	Date:

Once complete, please return this form by post or email to
Membership@housing-ombudsman.org.uk