Subject: Homeless application complaint about **<name of the council>**

To the homeless team

I am writing to you to complain about how your team handled my homeless application.

I applied to the council as homeless on **<the date or month that you applied>**.

**<Include the section below if the council did not take a homeless application>**

When I first told the council I was homeless and in need of assistance, the homeless team did not take an application. This is in breach of section 28 of the Housing (Scotland) Act 1987.

**<Include the section below if the council did not give you temporary accommodation - delete anything that does not apply to you>**

When I told the homeless team I needed temporary accommodation, I was told that:

- there was no accommodation available

- I should stay with friends until they had accommodation for me

- the accommodation was very expensive, and I could not afford it

This is in breach of section 29 of the Housing (Scotland) Act 1987.

**<Include the section below if you were supported by an agency or organisation, such as Shelter Scotland>**

When the homeless team did take a homeless application and give me temporary accommodation, they only did this after intervention by **<name of the organisation>**.

**<Delete anything that does not apply to you>**

This meant I was forced to:

- sleep rough

- stay with friends or family

- stay in accommodation that was not safe for me

- pay for a hotel or B&B that I could not afford

This had an adverse effect on my **<what impact this had on your health or circumstances>**.

The person I spoke to was called **<name of the person at the council and their job title if you know it>**.

To resolve my complaint, I am asking you to **<example: take a homeless application, apologise, retrain staff>**.

Please confirm that you have received this complaint, and respond within 5 working days.

If I am unhappy with your response, I will consider making a stage 2 complaint and escalation to the Scottish Public Services Ombudsman.

**<your name>**

**<your email or postal address>**