

# CUSTOMER INCIDENT DIARY

Name:

Address:

## Guidance

Incident diaries are the best way for you to provide information about anti-social behaviour you're experiencing. Please use the below guidance to complete your incident diary.

### Who

Please include as much information to identify people involved on each occasion. If you do not know their names please use nicknames or descriptions if you know them. If known, please provide us with an address of people involved in any incident.

### What

Please provide details of the incident – what was the anti-social behaviour? If there was any swearing or abuse please provide exact details of this. We understand people may feel uncomfortable using offensive language – however understanding exactly what has been said is important. Was there any damage involved? If so please provide details of any damage.

### Where

Where was the incident? Did this take place at an address? Inside or outside a property? Was this on a specific street or outside a shop etc? Where there any witnesses? If so, who?

### When

When did the incident take place? Please include details of exact times. It is always best if you complete your incident diaries as it happens so you evidence what happened has in the moment.

### Why

Please tell us why and how this incident has affected you. Are you losing sleep? Do you feel intimidated?

### Data Collection statement

Onward Homes is a controller of personal information for the purposes the General Data Protection Regulations (GDPR), any personal data you have provided will be stored and processed in accordance with Onwards obligations to comply with the GDPR. For full details, please see Onward Homes Privacy Notice, available at [www.onward.co.uk/privacy-policy](http://www.onward.co.uk/privacy-policy)

Onward Homes collects, stores and processes personal data under a lawful basis of contractual necessity and legitimate interest. **Any information you provide will be treated in the strictest of confidence and will not be used without your consent.**

<p><b>Date &amp; Time of incident</b></p>	<p><b>Where did the incident occur?</b></p>	<p><b>Who did it?</b></p>
<p><b>What Happened?</b></p>	<p><b>Were there any other witnesses?</b></p>	<p><b>How has this impacted you?</b></p>

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