Housing Trust values customer feedback and will endeavour to address complaints as soon as possible within the response timeframes detailed in our Complaints Policy.

Our Complaints Policy is available on our website <https://housingtrust.org.au/about-us/policies/> or you can request a copy by contacting our office on 02 4254 1166.

**We will acknowledge written complaints within three (3) business day.**  **The process of investigating and reviewing a complaint may take up to twenty eight (28) business days from the date of receipt. If we cannot meet these timeframes we will advise you.**

To assist us in addressing your complaint, please provide the following information:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Your Details** | | | | |
| First name |  | | | |
| Surname |  | | | |
| Address |  | | | |
| Phone number |  | | | |
| Email address |  | | | |
| Are you a Housing Trust Tenant? | | 🞎 Yes 🞎No | | |
| Do you require an interpreter? | | 🞎 Yes 🞎No | | |
| If yes, please advise the language required | | |  | |
| Indicate if you do not wish your name to be used in the investigation | | | | 🞎 Yes 🞎No |

|  |  |  |
| --- | --- | --- |
| **Property Subject to complaint (if different to above)** | | |
| Name of the Housing Trust tenant if known | |  |
| Address |  | |

|  |  |  |
| --- | --- | --- |
| **Select one or more which describes the nature of your complaint (if your complaint is related to anti social behaviour or noise and nuisance please use Complainant/Witness Incident report)** | | |
| 🞎Pets | 🞎Use of premises | 🞎Conduct of staff |
| 🞎Rent subsidy calculation | 🞎Maintenance | 🞎Tenancy management |
|  |  | 🞎Other (describe) |

|  |
| --- |
| **Please provide the full details of your complaint; include as much detail as you can**  **Attach any relevant documentation to support your complaint** |
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| **Have you tried to resolve this matter on your own?**  **If yes, provide as much detail as you can** |
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| **Have you previously contacted any other Housing Trust staff member regarding this issue?**  **If yes, provide as much detail as you can** |
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| **What outcome are you seeking?**  **What would you like to see as the resolution?** |
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**We suggest keeping a copy of this completed form for your records**

We will be mindful at all times of privacy and confidentiality issues related to sharing this information, however investigations are limited if we cannot use your name. If you don’t wish to have your name used please indicate above.

Our Privacy Policy is available on our website <https://housingtrust.org.au/about-us/policies/> or you can request a copy by contacting our office on 02 4254 1166.

**By signing below you are also agreeing that we may need to access and use your personal information as provided in order to investigate the matter raised.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name (please print):** | | | |
| **Signature** |  | **Date** |  |

**We will advise you in writing of the outcome of your complaint**