Queensland Government

Complaint Form

Complete this form if you have a complaint about a Department of Communities (Housing Homelessness Services) tenancy or property matter, for example excessive noise or untidy premises

Complainant's details

Name:					
Address:					
				Postcode:	
Home phone:		**Work:**		**Mobile:**	
Email:					

Complaint against

Name:			
Address:			
		Postcode:	

Note: When making a complaint, please give details of your own experience in relation to the matter/s you wish to bring to the attention of the department. Issues may include, but are not limited to, untidy premises, neighbourhood disruptions, personal disputes or situations warranting police action. If there is insufficient space, please attach additional pages, signing and dating each page. Also attach any supporting evidence.

Details of complaint.

Signature:		**Date:**	/ /

Department of Communities (Housing and Homelessness Services)
www.communities.qld.gov.au

I understand that this information is given in confidence, and cannot be released to a third party without my prior consent. Provisions of the *Freedom of Information Act 1992* may apply to this information.

However, I also understand that should this matter proceed to the Small Claims Tribunal, any affidavit signed by me may be released by the Tribunal to any parties to the hearing, and I may be required to attend the hearing in person.

To the best of my knowledge, the information provided on and in conjunction with this form is true and correct. I/We understand that it is an offence under the *Housing Act 2003* to knowingly provide to the Department

Signature: **Date:** / /

Personal Information Privacy Notice
The Department of Communities is collecting personal information on this form to provide clients with housing assistance or assess grant funding applications. This is authorised by the *Housing Act 2003*. In order to assist clients with their housing needs and services, relevant personal information may, in very limited and specific circumstances, be disclosed to: Partner agencies, Service providers, Agencies authorised by legislative provisions, and local governments and non-governmental agencies that now, or will, provide you with housing and/or support services. Limited personal information may be used for housing related research, policy or planning functions. Unless authorised or required by law, this personal information will not be passed on to any other third party without the client's consent. More information about the department's privacy policy is available on our website at: www.communities.qld.gov.au/privacy.

Office Use Only
Complaint Received: Counter ☐ Mail ☐ Telephone ☐