

OFFICIAL COMPLAINT FORM

This form may also be used to initiate an appeal of a decision

Complaint

Name of Complainant _____

Address _____

Telephone Number _____ Mobile _____

Nature of the Complaint or Appeal: _____ _____ _____ _____

What is the remedy sought? _____ _____ _____ _____ _____
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Only complete this section if you choose to use an advocate to act on your behalf:

Who is your advocate?

Name: _____ Phone: _____

Do you agree to information being exchanged between this person and Eastcoast Housing? Yes / No (Please circle)

Complainants Signature: _____ Date: ____/____/____

Advocate's Signature: _____ Date: ____/____/____

Evidence Provided

In order to take action under the RTA (1997), we need substantiated evidence.

List the evidence you have attached to this form

Complainant Declaration

In signing this you are stating that the information contained in this form, is to the best of your knowledge, true and correct, and that you are giving consent to Eastcoast Housing to investigate your complaint.

Complainants Signature: _____ Date: ____/____/____

Receivers Signature: _____ Date: ____/____/____

Any additions or amendments to this form must be initialed by the receiver and the complainant.

Consent Withdrawn

Complainant wants the complaint to stop. This does not prevent the complainant from re-lodging the complaint at a later date.

Complainants Signature: _____ Date: ____/____/____

Receivers Signature: _____ Date: ____/____/____

Higher Investigation Request

In line with the Client Complaints / Grievance / Appeals Policy, I request a higher level of investigation of my complaint/s listed above.

Complainants Signature: _____ Date: ____/____/____

Witnesses Signature: _____ Date: ____/____/____

REQUEST FOR EVIDENCE

Property Address _____

Please mark the most appropriate definition:

- Causing nuisance
- Interference with peace
- Damage to common areas
- Damage to premises

Please supply all evidence you have accumulated to substantiate the involvement of our tenant(s) in these breaches of duty:

- Police reports and records of police attendance
- Photographs (for complaints regarding damage to common areas)
- Affidavit outlining the incident and appropriately notarised or
- Written details of the incident/s

We would like to assure you that we take all complaints seriously, however, we do require that complaints are substantiated.

The Name of the Person Making the Complaint

_____ Date ____/____/____