

# 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:

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### 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

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**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**Consent Withdrawn**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 \_\_\_\_/\_\_\_\_/\_\_\_\_