



DEPARTMENT OF HOUSING

Department of Housing complaint form

Department of Housing has an internal complaints and dispute resolution process designed to deal promptly and fairly with complaints that are not able to be resolved satisfactorily by the regional office.

If you wish to lodge a complaint please:

- 1. Complete this form in BLOCK LETTERS. A Department of Housing officer can help you if you need.
2. Sign the declaration.
3. Lodge the complaint at your nearest housing office or mail to: Department of Housing Complaints GPO Box 4621 DARWIN NT 0801

Note: All information you declare in this Complaint form will remain confidential

Do you need an interpreter to help you complete this form?

Yes No

If yes, please indicate your preferred language:

Language assistance information in Greek, Vietnamese, Arabic, Indonesian, Chinese, and German.

1 Contact details

Are you a: Current tenant Ceased tenant Applicant or cancelled applicant Private resident

First name: Last name: Home phone: Work phone: Mobile phone: Email address:

Residential address: Postcode:

Postal address (if different from residential address)

Address: Postcode:

2 Support person / alternative contact

Do you have a support person or an alternative contact such as a family member, relative, advocate, legal representative that you may want to assist you with this complaint? Yes No

If yes, please provide contact details:

First name: Last name: Organisation: Relationship: Home phone: Work phone: Mobile phone: Email address:

Residential address: Postcode:

Postal address (if different from residential address)

Address: Postcode:

6 What action would you like Department of Housing to take to resolve your complaint?

If you need more space, please attach additional pages.

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7 Statement of privacy

Department of Housing respects your right to privacy. Information you provide during the complaints process will be treated in accordance with the Information Privacy Principles of the *Information Act (NT)*.

8 Declaration

I/We, (name/s in BLOCK LETTERS)
declare that, to the best of my/our knowledge, the information provided is true and correct.

Signed: Date:

If you have any questions please call the Department of Housing Complaints Unit on 1300 301 167 or email housing.complaints@nt.gov.au