

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

Για βοήθεια στη γλώσσα σας τηλεφωνήστε στις Υπηρεσίες Στέγασης στο 1300 301 167.
 "Đề được sự giúp đỡ về ngôn ngữ, xin gọi Dịch vụ Gia Cư qua số 1300 301 167"
 للمساعدة اللغوية يرجى الاتصال بخدمات الإسكان على الرقم 1300 301 167
 Untuk bantuan bahasa hubungi Dinas Perumahan Territory Housing di nomor telp 1300 301 167
 សម្រាប់ជំនួយភាសា សូមទូរស័ព្ទទៅសេវារ៉ាប់នៅមានតាមរយៈលេខ៖ 1300 301 167
 အင်္ဂလိပ်စကားနားလည်ဖို့အကူအညီအတွက် အိမ်ယာဝန်ဆောင်မှုဖြူငွေအမှတ် ၁၃၀၀ ၃၀၁ ၁၆၇ ကို ခေါ်ပါ။
 若需語言協助 請撥1300 301 167 与房屋服务联系
 Para a assistência da língua ligue para os Serviços de Habitação no 1300 301 167.
 Wegen Hilfe in deutscher Sprache wenden Sie sich bitte an den Wohnungsdienst, Telefonnummer 1300 301 167.
 For language assistance please call Territory Housing on 1300 301 167.

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:

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:

3. Is the complaint about a Public Housing Safety Officer?

Yes - go to 5. No - go to 4.

4. Have you spoken with a Department of Housing officer about your complaint?

If yes, please provide details:

Name of Department of Housing officer:

Office location:

5. Please explain in your own words what the complaint is about:

If you need more space, please attach additional pages.

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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.