

Form: Complaint Lodgement Form

Dreamtime Housing values customer feedback and will endeavour to address complaints as soon as possible within the response timeframes detailed in our Complaints Policy.

We will acknowledge written complaints within three (3) business day. The process of investigating and reviewing a complaint may take up to twenty-eight (28) business days from the date of receipt.

If we cannot meet these timeframes, we will advise you.

To assist us in addressing your complaint, please provide the following information:

Your Details									
First name:									
Surname:									
Address:									
Phone number:									
Email address:									
Are you a Dreamtime Housing Tenant? ☐ Yes ☐ No									
Indicate if you do not wish your name to be used in the investigation ☐ Yes ☐ No									
Property Subject to complaint (if different to above)									
Name of the Dreamtime Housing tenant if known									
Address:									
Select one or more which describes the nature of your complaint (if your complaint is related to									
anti-social behaviour or noise and nuisance, please use Complainant/Witness Incident report)									
□ Pets		☐ Use of premises			uct of staff				
☐ Rent subsidy calculation		☐ Maintenance		☐ Tenancy management		ent			
☐ Other (descri	be)								
Please provide the full details of your complaint; include as much detail as you can Attach any relevant documentation to support your complaint									



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Have you tried to resolve this ma If yes, provide as much detail as			
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Have you previously contacted a	ny other Dreamtime Hous	ing etaf	ff member regarding this
issue? If yes, provide as much de		iliy ətai	Tillelliber regarding tills
What outcome are you seeking? What would you like to see as the	e resolution?		
,			
We suggest keeping a copy of this	completed form for your i	records	
			ed to sharing this information, howeve have your name used, please indicate
By signing below, you are also agreas provided in order to investigate		acces	s and use your personal information
Name (please print):			
Signature		Date	

We will advise you in writing of the outcome of your complaint