Home in Place FORM

COMPLAINT FORM (NSW)

Your details		
Title	Mr / Mrs / Ms / Miss / Dr / Other:	
First Name:		**Last Name:**
Street Address:		
Suburb:		**Postcode:**
Email Address:		**Mobile Phone:**
Preferred method of contact (please specify):		Post / Email / Phone Call / SMS
Are you a HOME in PLACE Tenant?		☐ **Yes** ☐ **No**
Do you require an interpreter?		☐ **Yes** ☐ **No**
If yes, please advise what language you require?		
Do you wish to remain anonymous? *Anonymous complaints can be made however; our ability to investigate them may be limited because of this.*		☐ **Yes** ☐ **No**

Details of Complaint	
Name of HOME in PLACE Tenant (if known)	
Street Address of subject property:	
Suburb:	**Postcode:**

1. What is the nature of your complaint?

- ☐ Housing allocation
- ☐ Rent/Water Charge/Tenant debt
- ☐ Dissatisfaction with the complaint process and/or resolution.
- ☐ Security / Personal Safety
- ☐ Complaint about the HOME in PLACE
- ☐ Termination of Tenancy / Eviction notices
- ☐ Property Maintenance
- ☐ Other (please specify _____)
- ☐ Complaints from a Child or Minor
- ☐ Housing needs including additional occupant request, succession of tenancy, transfer request etc.
- ☐ Complaint about a neighbour *

* *Neighbourhood disputes and difficulties, including accusations of anti-social behaviour, will be managed in accordance with HOME in PLACE's Anti-Social Behaviour Policy & Procedure. Refer to https://homeinplace.org/complaints/ for more details.*

*In the event an incident may occur where the tenants in question commit an illegal activity or you are a victim of a crime, other than life threatening or time critical emergency situations, we strongly recommend, you contact the area's your local **Police Command Police Phone** or the **Police Assistance Line (131 444).** Phoning 131 444 allows you to report crime over the phone. Once your report is completed by a customer service representative, your information is immediately available to your local police.*

If there is a threat to life, call 000 immediately

Once complete, this form can be submitted by:

- By email to feedback@homeinplace.org
- In person to your Housing Manager (or applicable branch office)
- By post to PO Box 58, WICKHAM NSW 2293

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2. Please provide the full details of your complaint (include dates and times where relevant)

Please attach any relevant documentation e.g. statutory declarations, emails, letters, photos, PoliceEvent Numbers etc.

*Please be advised to enable HOME in PLACE to use any information supplied by individuals regarding their complaints in a hearing should it go the NSW Civil and Administrative Tribunal (NCAT), it is required to be in the form of a **statutory declaration** should HOME in PLACE apply. If you could provide a record of the event/s and sign the attached statutory declaration (which must be witnessed and signed by a Justice of the Peace-JP), this will assist us should we be granted a hearing before the NCAT.*

If more room is required, please attached additional pages.	
Date of Incident:	**Time of Incident:**
Did the police or any other agencies (e.g. Fire, Ambulance, Council) attend the incident?	☐ **Yes** ☐ **No**

***Note:** matters such as neighbour disputes, accusations of disruptive behaviour, reports of criminal behaviour, noise and nuisance and domestic violence are areas outside the jurisdiction of HOME in PLACE's control. However, keeping a **Detailed Incident Diary**, getting an event/ incident number and you closing out this process with the authorities concerned assists us to determine any breaches to the Residential Tenancy Agreement.*

3. Have you tried to resolve this matter on your own?

If yes, please provide details of any phone conversation, letters/emails, visits or meetings you have had to try and resolve this matter yourself.

***Detailed Incident diary** - a record of these incidences over a period of time to help us determine if this is a pattern of a problem or an isolated incidence. We need as much as detail as possible so please keep information factual and concise. HOME in PLACE can provide an Incident Diary template on request.*

If insufficient space, please use additional page at the end of this document.

4. Have you previously contacted your Tenancy Relations Officer or the managing branch office regarding your complaint?

Please inform us of any phone conversations, letters/emails, visits or meeting you have had to try and resolve this matter previously.

If insufficient space, please use additional page at the end of this document.

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5. What would you like to happen next and what in your view is the best way this matter can be resolved?

Please explain what you think would resolve the problem for you.

If insufficient space, please use additional page at the end of this document.

6. Additional information

Please include any additional information relevant to your complaint:

If insufficient space, please use additional page at the end of this document.

Signed	**Dated**

Privacy Notification and Consent:

HOME in PLACE collects your personal information in accordance with our Privacy Policy, which is available upon request. We collect your personal information in order to administrate your tenancy. We may share your personal information with contractors, or any such organizations as may be necessary to carry out this function. Failure to provide this information may affect HOME in PLACE ability to properly administrate your tenancy.

You may access, change or update personal information we hold about you, subject to the *Privacy Act 1988* (Cth), by contacting HOME in PLACE.

Having read and understood the above information, I consent to my personal information being used as indicated above

Signed	**Dated**

End of Document

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***Additional page if required**:*

Continued from Section ……

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