

## We want to make it easy for you to provide feedback to us about our services.

Simply fill out this form and send it to the Residential Tenancies Authority (RTA), GPO Box 390 Brisbane Q 4001. If you prefer, you can phone the RTA on 1300 366 311.

Today's date

Have you previously submitted a complaint to the RTA about this issue?

- No
- Yes – Previous complaint reference number or details (e.g. CAS-12345-1T3F5S)

What does the complaint relate to?

- An RTA staff member (e.g. an RTA Staff member was unprofessional or rude)
- An RTA service of product (e.g. a complaint about the RTA's dispute resolution service or Web Services. This includes complaints about technical issues with RTA products)
- RTA policies & processes (e.g. a complaint about how the RTA manages bond refunds)
- My Privacy (e.g. the RTA has used my information in a way I feel invades my privacy, or I received someone else's personal information)
- Another issue involving the RTA (e.g. Human rights complaints or a complaint about any other issue)

Please tell us what occurred and what you would like to happen to resolve the matter. Please include all relevant details.

Can the RTA contact you to respond to your complaint or ask for more information?

- No – Anonymous feedback will be considered and recorded in our complaints system, where possible. However, if you chose not to provide your contact details, we are unable to provide you with the outcome of your complaint.
- Yes – Complete contact details below

Preferred contact method?  Phone  Email  In writing to the address provided

Title  Mr  Mrs  Miss  Ms

First name  Last name

Company/organisation (if applicable)

Client ID (if known)

Email

Daytime contact number

Postal address

Postcode

Do you need help with: (mark all that apply)

Writing/reading

Auslan or signed English

Interpreter services, please specify language

Is there anything else we should be aware of before we contact you?

(e.g. if you have provided a phone number, are there better times within business hours to contact you)

If you have asked for a response, we will contact you with an outcome within 25 working days. More complex matters may take longer and we will confirm with you if that is the case.

For more information about the RTA's management of complaints, please check our website [rta.qld.gov.au/about-us/our-promise-to-you/complaints](http://rta.qld.gov.au/about-us/our-promise-to-you/complaints).

Thank you for your time and comments.

Chief Executive Officer  
Residential Tenancies Authority

## Privacy and your personal information

The RTA will only use your information to process your request. Information about how the RTA protects customer privacy is detailed in our [privacy plan](#).

The RTA is committed to delivering a positive customer experience and recognises that addressing complaints are an opportunity to improve our services.

### Internal use only

RTA officer		Division	
Complaint received		Due date	

