

Complaint form

By submitting this form to the Residential Tenancies Authority (RTA), you affirm that, to the best of your knowledge, the information provided by you on this form is accurate and truthful and you confirm that the document is not false or misleading in any material particular.

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 or 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)
- ☐ Human rights
- ☐ Charter rights (Victims of Crime)

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

<input type="text"/>	Postcode	<input type="text"/>
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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.

Thank you for your time and comments.

Chief Executive Officer
Residential Tenancies Authority



Other languages: You can access a free interpreter service by calling the RTA on 1300 366 311 (Monday to Friday, 8:30am to 5:00pm).

Privacy and your personal information

The RTA is collecting your personal information for the purpose of carrying out the RTA's functions under the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) and may provide your information to QCAT and other bodies in accordance with the RTA's functions. For more information see the RTA's [privacy plan](#) contained on the RTA website.

The RTA does not accept responsibility for any loss or damage which may result from providing incorrect information to the RTA.

Section 447 of the Residential Tenancies and Rooming Accommodation Act 2008 (Qld) makes it an offence for a person to knowingly give the RTA documents containing false or misleading information. Maximum penalty for such an offence – 20 penalty units.

Internal use only

RTA officer		Division	
Complaint received		Due date	

