



How to provide feedback or make a complaint

Our commitment to you

The Department of Housing is committed to providing a high level of service to its clients and respects the rights of individuals to provide feedback on the department's actions, services or products.

Should clients be dissatisfied with the department's services, their complaint will be handled in a fair and confidential manner.

The information that we receive will be used to improve our services in the future.

Contact us

In many instances, you can provide your feedback or complaint by contacting local office staff in person or by phone.

If you do not wish to talk about the matter with local office staff or if they are unable to resolve your complaint, you can contact us on 1300 557 245.

You can write, fax or email a letter to the department at:

Write: Appeals and Review
Department of Housing
Reply Paid 690
BRISBANE QLD 4001

Fax: 3225 1912

Email: feedback@housing.qld.gov.au

What we need

Please provide us with as much information as possible so we can effectively address your feedback or complaint.

If you need help, we can assist or provide you with an interpreter.

What we will do

We will send you a letter with details of who is managing your feedback or complaint and how long we expect it will take to respond to it. If delays occur in addressing the matter, we will let you know. You can also contact the person who is managing your feedback or complaint to check on its progress.

Once the department has looked into your feedback or complaint, you will receive a letter providing you with a response.

Complaints resolution process and further investigation

In addressing your feedback or complaint, we will complete the following:

Stage 1

When we receive your feedback or complaint, it will be investigated by the service area that provided you with the service, but not by the staff involved in providing you with the original service. By talking to local staff it is likely that your complaint will be resolved quickly and efficiently.

If you are not satisfied with the response or the way in which your feedback or complaint was handled, you can then ask for your complaint to be referred to a Stage 2 review.

Stage 2

Your feedback or complaint will be investigated by a senior officer of the department. If you remain dissatisfied after receiving a response to this review, you can refer your complaint for an external Stage 3 review.

Stage 3

If you are not satisfied with the final response, you may contact the Queensland Ombudsman's office to request an independent review by:

Calling: 07 3005 7000 or 1800 068 908 (toll free)

Emailing: ombudsman@ombudsman.qld.gov.au

Further information

To provide your feedback or complaint, or for further information:

Visit: www.housing.qld.gov.au/contact/feedback

Email: feedback@housing.qld.gov.au

Fax: 3225 1912

Call: 1300 557 245