



Complaints Form

At the Queenstown Lakes Community Housing Trust, we endeavour to provide a high standard of service to all we engage with. Should you experience any issues, please contact us on 03 450 1702 or admin@qlcht.org.nz so that can try to effectively resolve any issues quickly. If you feel that the issue is of a serious nature, or not being addressed adequately, please complete this form and return it to our Housing Services Manager, Corina Sommerville on corina@qlcht.org.nz.

Your name:

Your address:

Your phone number:

Your email address:

What is your complaint about? Please select from the following:

- General dissatisfaction with QLCHT service received
- Complaint about your neighbour (should they also be a QLCHT household)
- Dissatisfied with QLCHT property
- Treated disrespectfully by someone at QLCHT
- A complaint about someone QLCHT has engaged to carry out work at your property
- You believe QLCHT has breached an internal policy
- You believe QLCHT has breached their agreement with you
- You believe QLCHT has breached a New Zealand law
- Something else

Has this complaint been previously lodged:

Yes / No

If you answered 'yes' to the above, please advise who you have been dealing with and the date you first raised your concerns:

Nature of complaint:

What, if any steps have been taken to resolve this so far?

What is your desired outcome?

Signed:

Date:

Internal Use: