

NO COMPLAINT OVERLOOKED

BHC is committed to providing high standards of service to its tenants. If you are dissatisfied with any of our services, please let us know so we can efficiently resolve any issues for you.

Your complaints and feedback allow us to continually improve and monitor our customer service with tenants and relationships with service providers.

If an individual or organisation has a complaint about any privacy matters with BHC, the complaint will be dealt with through the BHC Complaints Policy and reviewed where necessary by the Privacy Officer.



ABN: 101263834

STREET ADDRESS:
Level 2, 35 Astor Terrace
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Brisbane QLD 4001

Ph: 07 3307 3000
Fax: 07 3839 2000

E: reception@bhcl.com.au

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OFFICE HOURS:
Monday 8:30am – 5:00pm
Tuesday 8:30am – 5:00pm
Wednesday 8:30am – 5:00pm
Thursday 8:30am – 5:00pm
Friday 8:30am – 5:00pm
Saturday Closed
Sunday Closed

*Closed Public Holidays

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COMPLAINTS Information



RESOLVE YOUR COMPLAINT QUICKLY

Please follow these steps to ensure your complaint is resolved as quickly as possible:

- Your Housing Manager can help you resolve your complaint. Give the Housing Manager adequate time to address the problem. Please state the issue clearly in writing and include a description of incidents, dates, times and order in which they happened. Let your Housing Manager know what action you would like them to take.
- If you are dissatisfied with the manner in which your complaint has been dealt with by the Housing Manager, you may raise a formal complaint in writing or appeal to the BHC Operations Manager. You will be notified of the outcome in writing, particularly if the decision relates to you.
- This process ensures a review of a decision or decisions relating to your complaint will be undertaken by someone who has no interest in the matter and was not the original decision maker.
- If after writing to the BHC, you are still dissatisfied, your complaint may be within the jurisdiction of another agency such as the Residential Tenancy Authority. BHC can provide you with contact details for an appropriate external complaint agency.

FORMAL COMPLAINTS TO BHC

Please email, write to, or speak with the Operations Manager, who will assist you with your complaint. Your complaint will then be:

- Documented and dealt with in a confidential manner
- Preliminary assessed to gather information and make an informative decision
- Options to resolve the issue/s discussed with you
- Referred to your Housing Manager to resolve with you directly or mediated with investigation
- Dealt with swiftly, with regular updates given to you
- Considered for improvement to our BHC services



ASSISTANCE WITH YOUR COMPLAINT

Should you require support in lodging a complaint, you may contact one of the following agencies to assist you with advocacy and advice:

- **Tenants Union of QLD – (07) 3257 1108**
 - **Alternative Dispute Resolution - (07) 3239 6007**
 - **Residential Tenancies Authority – 1300 366 311**
 - **Anti Discrimination Commission – 1300 130 670**
- Tenant Advice and Advocacy Services QLD (TAASQ):
- **TAASQ New Farm – (07) 3358 3951**
 - **TAASQ South Brisbane – (07) 3844 9814**
 - **TAASQ Outer Southern Suburbs – (07) 3277 7583**
 - **TAASQ Outer Northern Suburbs – (07) 3857 8686**

