

# YOUR FEEDBACK

## GIVING US FEEDBACK

We welcome your feedback.

You can give us your feedback either direct to your Tenant Services Officer, or in the following ways:

- Via the **website**: <https://bric.org.au/existing-tenants/give-feedback/>
- **Email** your Tenant Services Officer, or email [info@bric.org.au](mailto:info@bric.org.au)
- **Phone** Bric on 3230 5555
- **Visit** our office – head office is First Floor, 56 Little Edward St, Spring Hill ( – please make an appointment before you come).
- **Write** to us at Bric Housing, PO Box 688, Spring Hill, Qld 4004.

## YOUR CONCERNS

You can provide feedback or make your concerns known to us in any of the above ways.

Any concerns about incidents such as illegal activity, violence or threatened violence, disturbance, or pet matters should be reported to your Tenant Services Officer.

However, there are some issues where there are limits to what Bric can do.

For example if there is a neighbour dispute, you may seek to resolve this with the person concerned. There is also a service that can help with neighbour disputes – the South Queensland Dispute Resolution Centre.

## MAKING A COMPLAINT

If you want to make a complaint about Bric's service to you, we will take this through a formal process. A senior manager will investigate and provide you with a written response.

Your complaint will be handled in a confidential manner.

You can make a complaint in the following ways:

- Via the **website**: <https://bric.org.au/existing-tenants/give-feedback/>
- **Email** your Tenant Services Officer, OR email [info@bric.org.au](mailto:info@bric.org.au)
- **Phone** Bric on 3230 5555
- **Visit** our office – head office is First Floor, 56 Little Edward St, Spring Hill ( – please make an appointment before you come).

- **Write** to us at Bric Housing, PO Box 688, Spring Hill, Qld 4004.

You can make a complaint anonymously if you wish to. However, it may not be possible for us to respond to you on the outcome of the complaint.

## **INDEPENDENT HELP WITH YOUR TENANCY**

QSTARS (Qld Statewide Tenant Advice and Referral Service) provides free and independent advice, information and assistance about tenancy matters. If you would like advice about your tenancy you can contact QSTARS.

**Phone:** 1300 744 263

**Website:** <https://qstars.org.au/>