

0438 073 515 | admin@oasissda.com.au | 1A Austinmer Street, Austinmer NSW 2515

Your details

Title Mr / Mrs / Ms / Miss / Dr / Other:	
First Name:	Last Name:
Street Address:	
Suburb:	Postcode:
Email Address:	Mobile Phone:
Preferred method of contact: Post / Email / Phone Call / SMS	
Are you an Oasis SDA Management tenant? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you require an interpreter? <input type="checkbox"/> Yes <input type="checkbox"/> No	

If yes, please advise what language you require:

Do you wish to remain anonymous?

 Yes No

Anonymous complaints can be made; however, our ability to investigate them may be limited because of this.

Details of complaint

Name of Oasis SDA Management tenant (if known):	
Street Address of subject property:	
Suburb:	Postcode:

1. What is the nature of your complaint?

- | | | | |
|---|--|---|---|
| <input type="checkbox"/> Housing allocation | <input type="checkbox"/> Rent / water charge / tenant debt | <input type="checkbox"/> Dissatisfaction with the complaint process and/or resolution | <input type="checkbox"/> Security / personal safety |
| <input type="checkbox"/> Complaint about Oasis SDA Management | <input type="checkbox"/> Termination of tenancy / eviction notices | <input type="checkbox"/> Property maintenance | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Complaints from a child or minor | <input type="checkbox"/> Housing needs including additional occupant request, succession of tenancy, transfer request etc. | <input type="checkbox"/> Complaint about a neighbour * | <input type="checkbox"/> _____ |

* Neighbourhood disputes and difficulties, including accusations of anti-social behaviour, will be managed in accordance with Oasis SDA Management's Anti-Social Behaviour Policy and Procedure. Refer to www.oasissda.com.au/complaints for more details.

In the event an incident may occur where the tenants in question commit an illegal activity or you are a victim of a crime, other than life threatening or time critical emergency situations, we strongly recommend you contact your local Police Command Police Phone or the Police Assistance Line (131 444). Phoning 131 444 allows you to report crime over the phone. Once your report is completed by a customer service representative, your information is immediately available to your local police.

If there is a threat to life, call 000 immediately

Once complete, this form can be submitted by:

- By email to admin@oasissda.com.au
- In person to your Housing Manager (or applicable branch office)
- By phone on 0438 073 515
- Via www.oasissda.com.au

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2. Please provide the full details of your complaint (include dates and times where relevant)

Please attach any relevant documentation, for example statutory declarations, emails, letters, photos, Police Event Numbers etc. Please be advised that to enable Oasis SDA Management to use any information supplied by individuals regarding their complaints in a hearing should it go to the NSW Civil and Administrative Tribunal (NCAT), it is required to be in the form of a statutory declaration should Oasis SDA Management apply. If you could provide a record of the event/s and sign the attached statutory declaration, witnessed and signed by a Justice of the Peace (JP), this will assist us should we be granted a hearing before the tribunal.

If insufficient space, please use the additional page at the end of this document.

Date of incident:	Time of incident:
Did the police or any other agencies attend the incident? e.g. Fire, Ambulance, Council	<input type="checkbox"/> Yes <input type="checkbox"/> No

Note: matters such as neighbour disputes, accusations of disruptive behaviour, reports of criminal behaviour, noise and nuisance and domestic violence are areas outside Oasis SDA Management's control. Keeping a Detailed Incident Diary, getting an event / incident number, and closing out this process with the authorities concerned assists us with your complaint.

3. Have you tried to resolve this matter on your own?

If yes, please provide details of any phone conversation, letters/emails, visits or meetings you have had to try and resolve this matter yourself.

Detailed Incident Diary - a record of these incidents over a period of time helps us determine if this is a pattern of a problem or an isolated incident. Please keep information factual and concise. Oasis SDA Management can provide an Incident Diary template on request.

If insufficient space, please use the additional page at the end of this document.

4. Have you previously contacted your Tenancy Relations Officer or the managing branch office regarding your complaint?

Please inform us of any phone conversations, letters/emails, visits or meetings you have had to try and resolve this matter previously.

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5. What would you like to happen next and what in your view is the best way this matter can be resolved?

Please explain what you think would resolve the problem for you.

If insufficient space, please use the additional page at the end of this document.

6. Additional information

Please include any additional information relevant to your complaint:

If insufficient space, please use the additional page at the end of this document.

Signed

Dated

Privacy Notification and Consent

Oasis SDA Management collects your personal information in accordance with our Privacy Policy, which is available upon request. We collect your personal information in order to administer your tenancy. We may share your personal information with contractors, or any such organisations as may be necessary to carry out this function. Failure to provide this information may affect Oasis SDA Management's ability to properly administer your tenancy. You may access, change or update personal information we hold about you, subject to the Privacy Act 1988 (Cth), by contacting Oasis SDA Management. Having read and understood the above information, I consent to my personal information being used as indicated above.

Signed

Dated



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Additional page if required:

Continued from Section: _____