



Housing and Facilities Complaints Form

Tenant/Resident Information:

- Name:
- Address:
- Unit Number:
- Phone Number:
- Email Address:

Preferred Contact Method:

- How would you prefer to be contacted regarding this complaint?
(Please select one)
 - Phone
 - Email
 - Mail

Complaint Categories

- Facilities and Properties
 - Housing
 - Maintenance
 - Janitorial
 - Restaurant
 - Security
- Finance Department
 - Rent
 - Occupancy Fees

- Staff
 - Communication and conduct
 - Customer Service

Complaint Details:

- Date of Incident:
- Location of Issue: (e.g., tenant/resident unit, outdoors, specific room, common area, restaurant, etc.)
- Description of Complaint: (Please provide a detailed description of the issue, including any relevant dates, times, and locations)

Supporting Documentation:

- (List and attach any documents that support your complaint, such as photos, emails, notices, etc.)

Previous Communication:

- Have you previously reported this issue? (Yes/No):
- If yes, to whom and when? (Provide details of previous communication)

Desired Resolution:

- What resolution are you seeking? (Please be specific about what you would like to happen)

Language Preference:

- What is your preferred language for communication? (Please specify)

Follow-Up Actions:

- Actions taken by the organization: (To be filled out by staff)

- Date of Follow-Up:
- Follow-Up Contact Person:
- Additional Comments: (Any further actions or comments regarding the follow-up)

Signature:

- Tenant/Resident Signature:
- Date: