

## What would you like to say?

If you have **suggestions** or **general feedback**, please let us know so that we can improve our services.

**Compliments** are also welcomed, so that we know what is helpful to you to share and replicate.

We want to hear your **concerns** and **complaints** about our service to you so that we can learn, take action and put things right.

Where possible, we will try and resolve your concerns informally as soon as we can.

## Assistance with your Feedback

You may contact one of the following agencies to assist you with advocacy and advice:

### Qstars

1300 744 263

### Residential Tenancies Authority

1300 366 311

### Queensland Human Rights Commission

1300 130 670

If you require translation services, please contact us and we will be happy to arrange this.

### Street Address:

First Floor, 56 Little Edward Street  
SPRING HILL QLD 4000

Office Hours: 9:00am– 5:00pm

### Postal Address:

PO Box 688  
SPRING HILL QLD 4004

Phone: (07) 3230 5555

Email: [info@bric.org.au](mailto:info@bric.org.au)

[www.bric.org.au](http://www.bric.org.au)

## We promise to:

- Listen and take your feedback seriously;
- Handle your feedback in a confidential manner;
- Formally acknowledge your complaint in writing and provide you with a written update as to what we're doing about your complaint and by when;
- Clearly state what action we will take and the reasons with the aim of achieving a resolution; and
- Outline how you may take your complaint further or appeal a decision.



## FEEDBACK AND COMPLAINTS

Have we done something well?

Are you unhappy with our service to you?

Do you have a suggestion for how we can do things better?

We want to hear from you!

If you are a tenant or someone who uses Bric's services, please tell us what you think.

You can do this in any of the following ways:

1. In writing using this brochure or letter
2. Completing an online feedback form at [www.bric.org.au](http://www.bric.org.au)
3. In person or by telephone to us
4. By email to [feedback@bric.org.au](mailto:feedback@bric.org.au)

A complaint can be anonymous if you prefer (but we will not be able to respond to you in person)

**Your feedback could help us improve our service to you and others.**

