



# BUILDING SERVICES AUTHORITY SERVICE COMMENTS

Are you making a  Compliment  Complaint  Suggestion?

## CONTACT DETAILS

First name:

Surname:

Address:

Postcode:

Telephone (contactable between 8am-5pm):

Email

PLEASE TICK ONE ONLY

Do you wish to be contacted with a response? Yes  No

If **Yes**, how would you like us to contact you? Email  Phone  Post

*(If you would prefer to remain anonymous we will still investigate your complaint but we will be unable to provide a response).*

## PLEASE DETAIL YOUR COMPLAINT BELOW

*NOTE: The quality of the information you provide has a direct bearing on our ability to respond, please include as much detail as you can. If insufficient room below, please attach separate page/s.*

## COMPLAINT HISTORY

PLEASE TICK ONE ONLY

Have you raised this complaint with BSA before? Yes  No

Have you raised this complaint with another organisation? Yes  No

If **Yes**, please provide details of any outcome to date.

**Thank you for bringing this matter to our attention.**

## PRIVACY NOTICE

All information received by BSA is handled sensitively, in accordance with our lawful obligations and the Information Privacy Act 2009.

The information collected on this form, which may include your personal information, will only be used by our officers including consultants acting on BSA's behalf) to address your compliment, complaint or suggestion.

In some limited and specific circumstances, the information you supply may be disclosed outside of BSA – for example, where we are authorised or required to do so by law, or to ensure natural justice.

For further information visit the BSA website at [www.bsa.qld.gov.au](http://www.bsa.qld.gov.au)