

**IMPORTANT NOTE: This Form should only be used in the event that normal lines of communication have broken down or the Complainant feels that All Urban Rentals has been negligent.
THIS FORM SHOULD NOT BE USED TO REPORT MAINTENANCE.**

Complaint Form

This form should be filled in completely and then posted, delivered or emailed to:

Complaints Manager
All Urban Rentals
Shop22/900 Brunswick St(P O Box 100)
NEW FARM Q 4005
Email: enquiry@allurban.com.au

Date: ____/____/____

Your details:

Name: _____

Address: _____

Your Contact Details: Ph. _____

Email: _____

Other: _____

Please circle the most appropriate method of contacting you regarding this complaint:

Post Phone Email Other (please specify other) _____

Date of Incident: ____/____/____

Details of Complaint:.....
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NOTE: Please use reverse side or attach separate statement if you require more space for relevant information. Please ensure that you include as much information as possible so that we can effectively deal with your complaint.

WE WILL ACKNOWLEDGE RECEIPT OF YOUR COMPLAINT IN WRITING. PLEASE CONTACT US IF YOU DO NOT RECEIVE THIS WRITTEN ACKNOWLEDGEMENT WITHIN 7 DAYS. WE WILL THEN INVESTIGATE YOUR COMPLAINT IN AN ATTEMPT TO RESOLVE THE SITUATION AS EFFECTIVELY AS POSSIBLE. WE WILL ADVISE YOU ACCORDINGLY ONCE WE HAVE A RESOLUTION OR WE WILL ADVISE THAT YOU SHOULD SEEK FURTHER ADVICE.