COMPLIMENT, COMPLAINT & FEEDBACK DETAILS FORM

Piper Property Group welcomes your feedback and encourages you to let us know if you are either happy or unhappy with our service. You can submit this form by emailing info@piperpropertygroup.com.au.

Date			Time (if applicable)	
YOUR DETAILS				
Title		First Name	Surname	
Street Address				
Suburb			Postcode	
Email Address			Mobile Phone	
COMPLIMENT OR COMPLAINT DETAILS (who/what the complaint is about)				
Complaint about (Circle)	Tenant	Rental Property	Other	
Name of person				
Address (if applicable)				
Compliment, Complaint or Feedback (Circle applicable)	Compliment	Complaint	Feedback	
Details of Compliment, Complaint or Feedback				
Have you taken any actions to attempt to resolve this complaint?	Yes | No | N/A			
Details of actions taken:				

Compliments

If your compliment is for a specific staff member or team, we make sure your compliment is passed on, so that they can be recognised for their service to you. If your compliment is for a service/property we will pass your feedback onto the appropriate department/owner to help to reassure them on what works well for our customers.

Complaints

Piper Property Group can only intervene and/or provide solutions to issues where we have the authority to do so as a Landlord/Agent under the Residential Tenancies Act.

We cannot intervene in Police or Council matters. For example:

- If you have concerns regarding noise, violence or suspected illegal activity contact the Police
- If a neighbour is parking on the grass or their pet is barking contact the local Council
- Mistreatment or neglect of animals/pets, contact the RSPCA

Feedback

Your feedback helps us to maintain a high standard of service and provide properties and services that satisfy needs. If you have a suggestion about how we can improve our properties and services please let us know.

Signature	