**Authority for Use of Information**

**ABOUT THIS FORM**

This form explains how MCM Housing (MCMH) will use the information of the complaint you provide against a MCMH tenant/resident. Please read through the form. If you have any questions at all, please call MCMH to discuss further. If you agree and understand how MCMH may use your information, please complete, and sign this form and return to our office with your attached complaint.

**NB: Please note that for MCMH to resolve the issues you are facing with our tenant/resident, we require your authority to use the evidence you will provide. If you do not agree to the below conditions, MCMH will not be able to work towards a formal resolution.**

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| --- | --- |
| **Your Name** |  |
| **Phone** |  |
| **Email** |  |
| **Your Address** |  |
| **Preferred contact method** | Email | Phone |

 **This information is in relation to property address:**

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**Please tick the box which best describes the format of the information you are providing:**

[ ]  Written [ ]  Audio Recording [ ]  Video Recording [ ]  Other – please specify: \_\_\_\_\_\_\_\_\_\_\_

Details of your complaint may be used for the following purposes:

* Serving a ‘Breach of Duty Notice’ to the tenant/resident for not complying with their agreement
* As evidence at the Victorian Civil and Administrative Tribunal (VCAT)\* if required

MCMH tenants/residents can request to see complaints made against them. MCMH will take all reasonable steps to ensure that your anonymity is protected and will endeavour not to disclose your identity while providing this information.

Please note that if the matter ends up at VCAT, your identity will be disclosed to the VCAT member who will be hearing the case. In doing so, your identity will become known to the tenant/resident that you are lodging the complaint against.

**AUTHORISATION:**

[ ]  I agree with the above conditions and understand that the evidence I provide may be disclosed to the tenant/resident, and that this information may also be used as evidence at a hearing should the matter end up at VCAT. I also understand that if the matter does end up at VCAT, my identity may become known to the tenant/resident I am lodging the complaint against.

Signed:       /      /

**Neighbourhood Complaint Details**

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| **Please tell us what happened, where and when it happened, and any other detail you think is important. Please make sure you include dates and times of when things have happened.** |
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| **Attachments: Please attach any relevant documents or photos.** |
| **Do you need an interpreter?**  | Yes (please tell us what language) | No |

