



**ITAUKEI  
LAND TRUST BOARD**

# How to lodge a complaint?

1. Customers may lodge a query or complaint with our Complaints Management Unit at the iTaukei Land Trust Board (TLTB) using the following mode:



iTaukei Land Trust Board  
431 Victoria Parade,  
G.P.O Box 116,  
Suva.

TOLL FREE 0800 3312 533



[info@tltb.com.fj](mailto:info@tltb.com.fj)



text or call  
(679) 9995 386



In person



(679) 9995 386



iTaukei Land Trust  
Board



@iTaukeiLand

2. Customers need to provide basic information including TLTB File Reference Number, Lease Application Number, etc. to assist TLTB in dealing with the issues in a timely manner.
3. Customers/Complainants to provide:
  - iv. For active leases:
    - a.) TLTB Ref or Lease Account Nos
    - b.) Gist of complaint to be clear
  - ii. Lease Applications:
    - a.) Lease Application Case No.
    - b.) Lease Application fee receipt No.
    - c.) Lease Applicant's name
    - d.) Location of area applied for e.g Nausori/Namalata/Sabeto/Lautoka
    - e.) Gist of complaint to be clear
  - iii. LOU Issues:
    - a.) LOU Name
    - b.) If ED application matter, DOB, LOU Name, TK No (if possible), Tokatoka Name, Village, District, Province
4. It is important for customers to provide his or her contact (telephone number, mobile or email address), while lodging a complaint so that TLTB can provide a response.

## Our Contacts:

### Complaints Management Unit:



(679) 3312 733 Ext. 639



(679) 9995 386



[info@tltb.com.fj](mailto:info@tltb.com.fj)

\*All complaints will be treated with urgency and confidentiality.