

PORTWAY HOUSING ASSOCIATION

FACT SHEET

Customer complaints, appeals and feedback

Portway Housing is committed to providing customers with excellent service.

Portway Housing welcomes feedback and believes that tenants, registrants and other stakeholders in our service have a right to complain about decisions, services and products provided.

Portway Housing aims to resolve issues of concern and provide comprehensive information to complainants.

A **complaint** is where a user of our service is dissatisfied with an aspect of our service in some way.

An **appeal** is a request to have a decision made by Portway Housing reviewed or changed.

Making a complaint

To make a complaint a customer should contact Portway Housing. This can be done by either:

- phoning, emailing, sending a letter or fax, texting, visiting our website or visiting us in person.
- filling out a *Complaint Form* (a copy is on the back of this page)

These forms are available from our office, or we can post one to you upon request.

Our staff respect the right of users of our service to complain, and assist them by:

- providing information and advice
- keeping them informed about how the complaint will be handled
- dealing with the complaint as quickly as possible

Giving feedback

Portway Housing welcomes feedback and uses this information to improve the service and products provided to registrants, tenants and support services. Feedback can be positive or negative and both are welcome because we use feedback to improve our service delivery.

Portway Housing is particularly interested in whether the user of our service is satisfied with:

- a particular service or product provided
- the level of service experienced

Appeals

To make an appeal against a decision or policy of Portway Housing please refer to Appeals Policy in this handbook. Before making a formal appeal you are advised to take advantage of the informal dispute resolution process which involves a discussion of the issue with the Manager of Portway Housing. This can be via a phone call or in person by appointment.

Independent advice, assistance and support

If you would like to access free and independent advice or support, you can contact the Tenants Information and Advocacy Service operated by SYC by phone on free call number **1 800 060 462**.

If you wish to appeal against a Portway Housing decision please refer to the Appeals Policy in this handbook.