

# CUSTOMER COMPLAINTS, APPEALS AND FEEDBACK FACT SHEET

UnitingSA Housing is committed to providing customers with excellent service.

We welcome feedback and believe that tenants, registrants and other stakeholders in our service have a right to complain about decisions, services and products provided.

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

## How do I make a complaint?

A complaint is where a user of our service is dissatisfied with an aspect of our service in some way. To make a complaint a customer should contact UnitingSA Housing.

This can be done by either:

<b>Phone:</b>	(08) 8440 2244
<b>Email:</b>	housing@unitingsa.com.au
<b>Post:</b>	PO Box 3032, Port Adelaide 5015
<b>Website:</b>	<a href="http://www.unitingsa.com.au/">www.unitingsa.com.au/</a>
<b>In-person:</b>	70 Dale Street, Port Adelaide 5015

You can fill out a Complaint Form from our website or office. We can also post a form to you on 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

## How do I give feedback?

UnitingSA Housing welcomes feedback and uses this information to improve the service we provide to registrants, tenants and support services. Positive and negative feedback is welcomed, and used to improve our service delivery.

UnitingSA Housing is particularly interested in whether the users of our service are satisfied with:

- The service and products we provide
- The quality of these services and products

You can provide feedback by filling out the Feedback Form from our website.

## How do I make an appeal?

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

To make an appeal against a decision or policy of UnitingSA Housing please refer to Appeals Procedure in the Tenant Handbook or on our website. 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 UnitingSA Housing. This can be via a phone call or in person by appointment.

You can view the Appeals Procedure and download an Appeal Form from our website.

## How do I access independent advice 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 phoning **1800 060 462** (free call).