

UNITINGSA - HOUSING SERVICES

HOW TO MAKE A COMPLAINT - CENTREPAY

If you have a concern about your Centrepay deductions or related services, you have the right to speak up.

While we aim to provide a high standard of service, we understand that issues can sometimes occur. If something doesn't seem right, it's important to let us know.

Your feedback matters. It helps UnitingSA - Housing Services understand what's important to you and improve the services we provide.

If you feel comfortable, we encourage you to raise your concern or complaint with UnitingSA - Housing Services first, as this is often the quickest way to have the issue resolved. We have a complaints process in place that follows Centrepay requirements.

How to make a complaint

If you are unhappy with how we use Centrepay, please contact us and include as much detail as possible, including:

- The date of the Centrepay deduction
- A brief description of the issue (for example whether the deduction was authorised or unauthorised).

What we will do:

- Record your complaint in our system
- Acknowledge receipt of your complaint in writing
- Investigate the issue
- Provide you with a written response
- Review our Centrepay processes to identify any improvements needed.

What you can expect:

- We will respond to your complaint in writing within two (2) working days. If we can't do this, we will speak with you and keep a written record.
- We will review the issue, work to identify a solution, and contact you if any further information is required.
- We aim to resolve your complaint within 20 business days (about 4 weeks), we will provide you with a written response with a clear explanation of the outcome.

Our responsibilities under Centrepay:

- We follow the Centrepay rules for handling complaints and resolving issues
- If you make a complaint about Centrepay, we will use our complaints process to try to resolve it

- We may be asked to provide details about complaints and how they were handled, and we must comply
- We can be asked to improve our complaints process and must make those changes
- If you ask for a copy of our complaints process, we will provide it within 5 business days (about 1 week)
- If there are serious or repeated complaints, we must report these within 5 business days
- If you are not happy with the outcome of your complaint, we must let Centrepay know within 5 business days
- We keep records of all complaints and how they are handled for at least 7 years.

Speaking up can make a difference — for you and for others.

This can be done by:

- Phone: **(08) 8440 2244**
- Email: **housing@unitingsa.com.au**
- Post: PO Box 3032, Port Adelaide 5015
- Website: **https://unitingsa.com.au/contact/**
- In-person: 70 Dale Street, Port Adelaide 5015

If UnitingSA - Housing Services is unable to resolve your concern or complaint, then you should seek further support.

You may seek support from family, a friend or an independent advocate in making a complaint.

For further information see:

Rent Right SA – Free tenancy advice

Phone: **1800 060 462**

Website: **https://www.syc.net.au/services/housing-homelessness-support/rentright-sa**

Services Australia

- Phone: **1800 132 468** – Centrepay Feedback and Complaints
- Sign into your myGOV and select submit a complaint or provide feedback form **https://www.servicesaustralia.gov.au/centrepay-complaints-and-feedback**
- Visit one of their services centres.

Centrelink can take complaints from anyone about:

- A business that may have started or increased a deduction without your consent
- A business that has passed on fees or charges for your use of Centrepay
- Overpaid Centrepay deductions to a business.

South Australian Civil and Administrative Tribunal (SACAT)

If you are dissatisfied with the outcome of your complaint or how it was managed, you may contact SACAT for further assistance.

- Phone: **1800 723 767**
- Email: **sacat@sacat.sa.gov.au**
- Postal address: GPO Box 2361, Adelaide SA 5001