



UNITINGSA – HOUSING SERVICES

Customer Complaints, Appeals and Feedback Fact Sheet

Your voice matters

We want to hear from you - your feedback helps us improve

At UnitingSA Housing, your experience matters to us. If you have a concern, an idea, a compliment or you are unhappy with a decision, we want to hear from you.



Your feedback helps us understand what is working and where we can improve.

You can speak to us without fear of being treated unfairly because you have made a complaint or given feedback.

I have an idea or feedback



You don't need to be unhappy to give us feedback. We welcome positive and negative feedback, suggestions and ideas. Tell us what you think about:

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

Your feedback helps us learn, improve and provide better services to our tenants. You can provide feedback by completing a Feedback Form from our website or by speaking with a member of our team.

I have a concern. What can I do?

If you are unhappy with a service or something that has happened, please talk to us.

You can make a complaint by:

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



You can also complete a Complaint Form. Forms are available from our office or website <https://unitingsa.com.au/housing/community-housing/unitingsa-housing-for-tenants/>. We can also post a form to you if you need one.

I want to appeal a decision



Sometimes you may disagree with a decision made by UnitingSA Housing. An appeal is a request for us to review a decision.

Before making a formal appeal, we encourage you to talk with the Senior Manager of Housing Services. This gives us an opportunity to discuss your concerns and see if the matter can be resolved.

You can arrange a discussion by phone or meeting with us in person by appointment.

You can find the Appeals Procedure and Appeal Form in your Tenant Handbook or on our website <https://unitingsa.com.au/housing/community-housing/unitingsa-housing-for-tenants/>.



Scan for link!



When you make a complaint, we will help you by:

- ✓ Providing information and advice
 - ✓ Keeping you informed about how the complaint will be handled
 - ✓ Dealing with the complaint as quickly as possible
- You have the right to speak up. We are here to listen.

I would like independent support



You don't have to manage a complaint or appeal alone.

You can get free and independent advice and support from the Tenants Information and Advocacy Service (TIAS), operated by SYC. They can provide independent information, advice and support. Their phone number is **1800 060 462** and it is a free call.