

Compliments, Complaints and Appeals Fact Sheet



Compliments, complaints, and appeals are important because they serve as a feedback mechanism, drive improvements, and enhance customer satisfaction.

The importance of customer feedback

If you want to make a complaint, appeal a decision, or give us a compliment the process should be:

- **Accessible** – anyone can voice their concerns or dissatisfaction.
- **Easy** – all our customers feel valued and heard.
- **Transparent** – we demonstrate we are open to feedback and fair in our decision making.

What is a compliment?

A compliment is positive feedback about our employees or services and lets us know what we are doing well and what our customers value.

What is a complaint?

A complaint is an expression of dissatisfaction with the standard or type of service we have provided.

What is an appeal?

An appeal is a request to have an official decision reviewed, as you don't agree with the outcome.

The following are appealable decisions:

- Succession of tenancy outcomes
- Modification requests
- Alteration requests
- Eligibility for social or affordable housing
- Priority Housing approvals
- Emergency Housing approval
- Private Rental Subsidy Assistance
- Transfer application outcomes
- Calculation of a rental subsidy

Who can submit a complaint or appeal?

- Customer
- Family member or friend
- Community member
- Hume employee
- Legal representative
- Local Member of Parliament
- Minister
- Registrar of Community Housing
- NSW Ombudsman
- NDIS Quality and Safeguards Commission



