

# COMPLIMENTS, COMPLAINTS AND APPEALS

## Hume Housing Believes:

Feedback provides an opportunity for us to improve our service to meet your requirements.

All customers have a right to provide feedback about the service they receive.

All complaints should be treated promptly and fairly.

## Compliments

*Positive feedback is always welcome and helps us know what we are doing well and what services our customers' value.*

## Complaints

*Are an expression of dissatisfaction with the standard or type of service we have provided.*

If you have a concern about the quality of service you have received from us please let us know.

You can do this:

- Verbally
- In writing

You can also have your support staff or guardian make a complaint on your behalf.

Contact us first by phone or speak to us in person and we can try and resolve the issue straight away.

If you are not happy with the outcome of the conversation, then you can submit a Feedback Form and we will:

- Record that we have received it in our system
- Send you a letter of acknowledgement within 2 days
- Investigate your concerns
- Provide a formal written response within 15 days letting you know what we have done to resolve your issues
- If we think the problem may take a little longer to resolve, we will contact you and let you know

## Appeals

Are a request to have an official decision reviewed as you don't agree with the outcome.

Once you have received the outcome of your complaint, if you are still not happy you can appeal the decision.

You can appeal things like:

- Decisions relating to eligibility for social or affordable housing
- Rent calculations or subsidies
- Property offers or entitlements
- Transfer applications
- Modification requests
- Succession of tenancy requests

If we receive an appeal, we will review the information against our policies and consider any new information you have provided.

- A formal response will be provided to you within 15 days

## Support

Hume commits to supporting you through this process in the most appropriate method of communication suitable to your needs

- Hume is able to translate a policy into your chosen language or engage an interpreter
- Hume develops policies and fact sheets in an easy read style
- Hume is able to work with assisted technology with the support of other service providers
- You are able to meet with us in our offices or we can come to your home to discuss your feedback

