

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

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

Independent Reviews

As a customer of Hume Housing you can request an independent review of decisions by appealing to the Housing Appeals Committee (HAC).

For a complete list of what you can appeal through them visit their website:

Website: www.hac.nsw.gov.au

Contact the Housing Appeals Committee

Free call: **1800 629 794**

Location

Office 5-6 Ground Floor
1-17 Elsie Street
Burwood NSW 2134

