

What happens to my information?

Your feedback is used to inform CHL of any compliment or complaints in regard to the services the organisation provides.

Statistical information regarding the feedback is also used to improve CHL's services, better understand community needs and allows CHL to respond more proactively to complaints or suggestions.

The information provided in this form is controlled and used in compliance with the Australian Privacy Act 1998 and various State legislation in which CHL operates.

Any complaints information you provide is used to investigate and resolve your matter and that may involve sharing the information with other relevant areas in the company.



COMMUNITY HOUSING LTD
GROUP OF COMPANIES
ABN 11 062 802 797 ABN 75 112 324 384

Registered office

Community Housing Ltd
Shop 4, 20 Charles Street, Parramatta NSW 2150

**To contact your nearest CHL Office call
1300 CHL HOUSING (1300 245 468)**

QLD Office

91 Bazaar Street
Maryborough Queensland 4650
T: 07 4121 0900 F: 07 4123 2357

**For information on homelessness please
call 1800 825 955 (State wide) at any hour and it
will connect you to the nearest service provider.**

www.chl.org.au

ABN 11 062 802 797 ABN 75 112 324 384

feedback@chl.org.au



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

**Providing
feedback to
Community
Housing Ltd
(CHL)**

Your feedback provide us with an opportunity for positive action

We take your feedback seriously

Anyone who requests, receives or provides a service to or from CHL or is affected in a significant way by CHL's activities can use this process. For example a client, tenant, contractor or neighbour of a CHL property.

What can you provide feedback about?

- Behaviour of an individual
- Advice provided
- Services provided
- Use of information
- Any other aspect of CHL's operations you would like to inform CHL about.

Advising us of a Concern

Many issues can be sorted out quickly and easily by speaking to the employee who is dealing with the matter. We would encourage you to use this approach first.

Making a formal complaint

Formal complaints can be made in person, by contacting CHL by phone, letter, electronically, filling in the Feedback Page (in the 'Do it Online' section) on our website or by using a CHL Feedback Form.

CHL can arrange an interpreter if you require one. You may also request someone else to lodge a complaint on your behalf.

If so, you should give them written permission to do this.



How will we deal with a formal complaint?

In handling your complaint we will;

- Actively encourage your comments and suggestions
- Make it easy for you to register and record your complaint
- Aim to resolve the matter quickly and easily while still investigating fully
- Keep you informed throughout the process
- Try to reach a resolution that you are satisfied with

What happens next?

We will write to you within three working days to acknowledge that your complaint has been received and advise you of the contact person.

If you are still not happy?

If you feel your complaint has not been dealt with satisfactorily, or you are unhappy with the reply, you may appeal decision. We will let you know the next stage in the complaints process and when your appeal needs to be received for us to consider it.