

## What happens to my information?

Your feedback is used to inform CHL of any comments, compliments or complaints regarding the services we provide.

The feedback you give us is used to improve our services, better understand community needs and allow us to respond more proactively to complaints or suggestions.

All information provided is controlled and used in compliance with the Australian Privacy Act 1998 and relevant legislation in all regions which CHL operates.

Any information provided regarding a complaint will be used to investigate and resolve the matter and that may involve sharing the information with other relevant departments in our organisation.

## Want to know more?

For more information on our feedback policies, details on who else you can lodge your complaint or compliment with and, where you can get support, please contact any of our offices or call **1300 245 468**.



## Victoria

**Box Hill**  
Ground floor,  
19-23 Prospect Street  
Box Hill VIC 3128

**Queens Road  
Rooming House**  
69 Queens Road,  
Melbourne VIC 3000

**Morwell**  
12-14 Church Street  
(PO Box 750)  
Morwell VIC 3840

**Bairnsdale**  
Shop 4, Riviera Plaza,  
Bairnsdale VIC 3875

**Bendigo**  
134a Mollison Street,  
Bendigo VIC 3550

**Ballarat**  
11 Main Road, Bakery  
Hill, Ballarat VIC 3350

All enquiries:

**1300 245 468**

**www.chl.org.au**

**feedback@chl.org.au**



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES



The CHL Group of Companies in Australia includes: Community Housing Ltd ABN 11 062 802 797, Community Housing (Vic) Ltd ABN 75 112 324 384, Community Housing (Qld) Ltd ABN 57 061 035 050, Community Housing (Tas) Ltd ABN 54 147 539 526, Aboriginal Community Housing Ltd ABN 23 165 108 654, Aboriginal Community Housing (Vic) Ltd ABN 62 653 394 293, Horizon Housing Realty ABN 22 623 498 644 and Australian Affordable Housing Solutions ABN 75 605 381 137.



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## Providing feedback to Community Housing Ltd

## We take your feedback seriously

Anyone who requests, receives, or provides a service to or from Community Housing Ltd (CHL), or is affected in a significant way by CHL's activities can use this process. For example, a customer, 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
- ▶ Compliment staff
- ▶ Improvement suggestions for our services
- ▶ 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 phone, letter, email or by filling in the CHL Feedback Form (available at all CHL offices and on our website).

CHL can arrange an interpreter if you require one, or you may request someone else to lodge a complaint on your behalf (for this option you should give them written permission to do it).

For NDIS recipients living in CHL accommodation you can use CHL's Feedback process, or you can contact the NDIS complaints line on 1800 800 110 or complete an online form (<https://www.ndis.gov.au/contact/feedback-and-complaints>). You can also call the Quality and Safeguards Commission on 1800 035 544.

## 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 two working days to acknowledge that your complaint has been received, advise you of the contact person and provide further information about our complaints process.

## 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 the decision.

We will let you know the next stage in the process and provide details of external agencies you can also contact to help you.

Your comments and complaints provide us with an opportunity for positive action

