

## 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 relevant legislation in all regions which CHL operates.

Any information you provide 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.



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

### New South Wales Parramatta

4/20 Charles Street, Parramatta NSW 2150  
T: 02 9891 7600

### Coffs Harbour

1/19 Park Avenue (PO Box 2523)  
Coffs Harbour NSW 2450  
T: 02 6691 0100

### Wollongong

Synergy Business Centre  
Level 1, 1 Burelli Street (PO Box 5335)  
Wollongong NSW 2500  
T: 02 4254 1007

### Port Macquarie

Suite 2, 66 Lord Street (PO Box 837)  
Port Macquarie NSW 2444  
T: 02 6583 6717

### Taree

183-185 Victoria Street (PO Box 113)  
Taree NSW 2430  
T: 02 6550 0171

### Kempsey

57 Elbow Street, West Kempsey NSW 2440  
(by appointment only)

[www.chl.org.au](http://www.chl.org.au)

[feedback@chl.org.au](mailto:feedback@chl.org.au)

Community Housing Ltd ABN 11 062 802 797. Community Housing (VIC) Ltd ABN 75 112 324 384.  
Aboriginal Community Housing Ltd ABN 23 165 108 654 TCN RA68286

\*The CHL Group of Companies include two subsidiaries in Australia- Community Housing (Victoria) Ltd and Aboriginal Community Housing Ltd and 7 subsidiary companies overseas, in Timor Leste, Chile, India, Peru, PNG, Indonesia and Rwanda



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

**Providing  
Feedback to  
Community  
Housing Ltd**

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

## 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 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, email, filling in the Feedback Form (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 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 in this regard.