

We at Community Housing Ltd (CHL) aim to provide a high standard of service in all our areas of operation. We recognise, however, that there will be occasions when customers, clients, applicants, tenants and others receiving services from us may wish to provide us with feedback about an aspect of our service.

To provide feedback, complete this form and send it to your closest CHL office.

Addresses on page 2 of this form.

SECTION A – Customer’s details

Name

Address

Telephone

Home

Work

Mobile

Email

Preferred way to contact

Telephone

Email

Post

Do you require an interpreter?

If yes, what is your preferred language?

SECTION B – Feedback Type: Complaint Compliment Appeal Comment

1. Please use the space below to give us your feedback, including what you would like us to do. (Please use separate sheet of paper if needed).

Documentation

It is important to provide us with as much information as possible to support your feedback. Please attach and list copies of additional information or supporting documents to this page.

Section C

Advocate or other contact person

If you would like to nominate another person to act as a representative on your behalf, please advise their details below

Name

Address

Agency

Contact
Phone No.

Section D

CHL will acknowledge receipt of your feedback within two working days of receipt.

CHL is committed to protecting your privacy. To resolve your concerns, relevant CHL staff may access and share the information contained in your feedback. Personal or other information that's held about you, that is relevant to your feedback, may also be discussed in relevant parts of the organisation. We will not disclose your information without explicit consent or where we are required under law.

Signature

Date

NSW

Sydney/Parramatta	4/20 Charles Street, Parramatta NSW 2150
Taree	183-185 Victoria Street (PO Box 113), Taree NSW 2430
Port Macquarie	Suite 2, 66 Lord Street (PO Box 837), Port Macquarie NSW 2444
Coffs Harbour	1/19 Park Avenue (PO Box 2523), Coffs Harbour NSW 2450
Wollongong	Level 1, 1 Burelli Street (PO Box 5335), Wollongong NSW 2500
Kempsey	57 Elbow Street, West Kempsey NSW 2440