



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

Community Housing Ltd Feedback Form

At Community Housing Ltd we aim to provide a high standard of service in all 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 Community Housing Ltd located at:

HEAD OFFICE:

Community Housing Limited
26-28 Prospect Street
Box Hill, Victoria 3128
Tel: 1300 CHL HOUSING (1300 245 468)
Fax: (03) 9856 0051 Email: info@chl.org.au

QUEENSLAND:

Community Housing Limited
91 Bazaar Street
Maryborough, Queensland 4650
Tel: 1300 CHL HOUSING (1300 245 468)
Fax: (07) 4123 2357 Email: infoqld@chl.org.au

SECTION A – Applicant's detail

Name

(please underline family name)

Address

Telephone

(Home)

(Work)

(Mobile)

Do you require an interpreter?

(Yes)

(No)

If yes, what is your preferred language?

SECTION B – Details of Feedback

1. Please use the space below to provide us with your feedback:
(Please use separate sheet of paper if needed).



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SECTION B – Details of Feedback

2. If the feedback relates to a complaint, please use the space below to tell us how you would like us to resolve your complaint. *(Please use separate sheet of paper if needed).*

Documentation

It is important to provide us with as much information as possible to support your complaint. 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.

Community Housing Ltd will acknowledge receipt of your complaint within three working days of receiving it.

Community Housing Ltd is committed to protecting the privacy of your information. In order to resolve the matters raised by your complaint, relevant Community Housing Ltd staff may access and share the information contained in your complaint. Furthermore, personal or other information that Community Housing Ltd already holds about you, that is relevant to your complaint, will also be discussed with Community Housing Ltd staff in relevant parts of the organization (but only with those who are directly involved in the matters you have raised on your complaint). Community Housing Ltd will not disclose personal or other information through other avenues unless authorised by you or as authorised by law.

Applicant's signature

Date