



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

FACT SHEET 8

CLIENT FEEDBACK

What is Client Feedback?

The Client Feedback system enables Community Housing Limited and its offices to know what our clients think of our services. If you have any compliments, suggestions or complaints please let us know. We welcome both positive and negative feedback.

Feedback from clients is documented. It helps us improve our services and acknowledge our staff who do well. We do NOT use the feedback system to change or overturn decisions.

We aim to:

- Provide equal access to services for all clients
- Provide quality service
- Provide accurate information and advice
- Provide prompt and efficient service

We will adopt:

A flexible attitude and a problem solving approach. All our decisions:

- Will be fair and clear
- Will be well communicated
- Will be open to scrutiny

What you should do:

Feedback and suggestions can be lodged at any Community Housing Limited office and you should do the following:

Step 1

Contact the Housing Worker or Area Manager at your local Community Housing Limited office and ask for a client feedback form.

Step 2

Complete the form and return it to your local Community Housing Limited office.

Step 3

If you are providing negative feedback and are concerned about lodging the form with the local office you can post it directly to the NSW Housing Services Manager at the address on the feedback form.

NOTE:

This form is for feedback and suggestions only,

Any formal complaint or appeal will be dealt with as per our complaints and appeals policy. If you wish to make a formal complaint or appeal a decision ask our staff for our separate policy and forms.

Interpreter service

If you have any difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450. The Translating and Interpreter Service will telephone Community Housing Limited for you at no cost.



Any Questions

If you have any questions about the information in this Fact Sheet or on any other housing related matter, please contact your nearest Community Housing Limited Office or visit our website

www.chl.org.au