

Feedback, Complaints and Appeals Form



Community Housing Ltd (CHL) aims to provide a high standard of service in all our areas of operation. We recognise there may 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 return it to your closest CHL office or return via email at info@chl.org.au.

Customer details			
Name:			
Relationship to CHL:	☐ Tenant ☐ Applicant ☐ Other:		
Address:			
Email:		Phone:	
Preferred way to contact:	☐ Phone ☐ Email ☐ Post ☐ SMS		
Do you require an interpreter?		☐ Yes ☐ No	
If yes, what is your preferred language?			
Feedback type			
I would like to <i>(please tick)</i> :	☐ Give a compliment ☐ Make a suggestion ☐ Make a tenant complaint ☐ Make a service complaint ☐ Request an appeal		
Details			
Detail your concern, issue, suggestion or compliment - refer to below examples and prompts			
What: happened, or what is the reason for your feedback Where: describe the location, address and whether outside the property, in the common areas, in a public place such as on the road or footpath, etc. When: date/s, time and duration Who: was involved.			

Complaints and appeals only

What attempts have you made to resolve the matter?

Please tell us about any conversations, letters, visits or meetings, or reports made.

How is this matter affecting you?

What do you believe is the most fair and appropriate outcome for this matter?

Acknowledgement

I confirm I have read CHL's Feedback, Complaints and Appeals Brochure and understand the process that will be undertaken to address the concerns I have raised.

Signature:

Date: