



NAHC

HERS
PROPERTY

HERS
Home Equity and
Rental Services Ltd

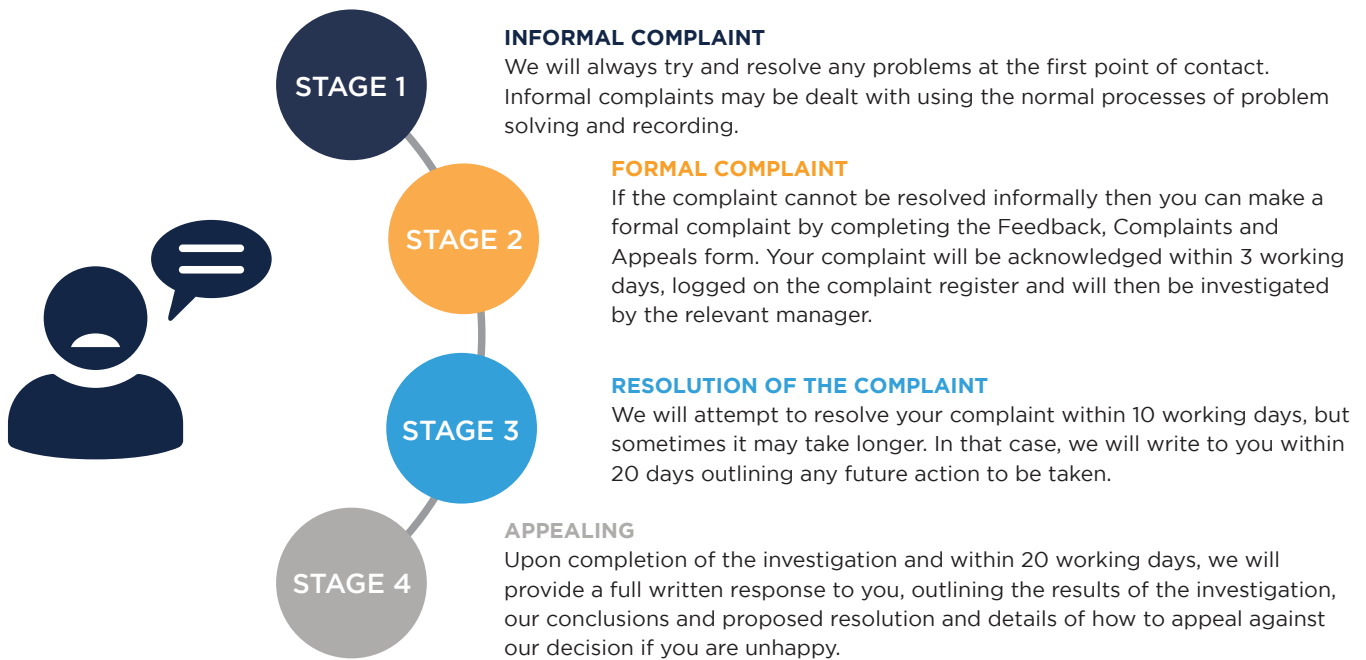
Feedback, complaints and appeals



At NAHC we are committed to providing a quality service and exceptional resident experience.

We value your feedback, both positive and negative. When you tell us about your experience it provides us with important information for us to understand what you need and helps us to improve our services.

How we deal with complaints and appeals



How can I make a complaint or appeal?

IN PERSON

BY TELEPHONE

BY EMAIL

BY POST

The Formal Feedback Complaints and Appeals Form can be accessed on the NAHC website. If requested, the attending staff member will email or post the Form to you.

Milton Office

Suite 1D, Lvl 1, K1 - Kings Row Office Pk,
52 McDougall Street, Milton QLD 4064
PO Box 1690, Milton QLD 4064
P. 07 319 2500

South Brisbane Office

Shop 12, 48 Browns Plains Rd,
Browns Plains QLD 4118
P. 07 3128 2080

North Brisbane Office

Suite 6, 1st Floor, Mango Hill Marketplace,
1-21 Halpine Dr Mango Hill QLD 4509
P. 07 3106 5680

Townsville Office

7/40 Thuringowa Dr,
Kirwan QLD 4817
P. 07 3106 5740

Melbourne Office

2/228 Shuter St.
Moonee Ponds VIC 3039
P. 0457 912 396



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Positive Feedback



If your feedback is about a member of our team, we will make sure to pass on the feedback so they can be recognised for their great service to you. If your feedback is about a product, we will make sure to pass on your feedback to the appropriate department to help them focus on what works well.

Management and the quality assurance team will assess the feedback and consider and determine whether your idea can help us provide a better service and if so how it can be implemented.

Confidentiality

All staff members will ensure that your complaints and appeals are dealt with confidentially and that your privacy will be maintained at all times.

We are committed to having transparent and accessible processes for managing complaints and appeals which are ethical, consistent and systematic. This includes ensuring that people who approach NAHC to make a complaint about our service will not suffer any retribution, loss of, or reduction in the quality of the service they receive, and they will continue to be treated professionally and respectfully in their dealings with us.

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