



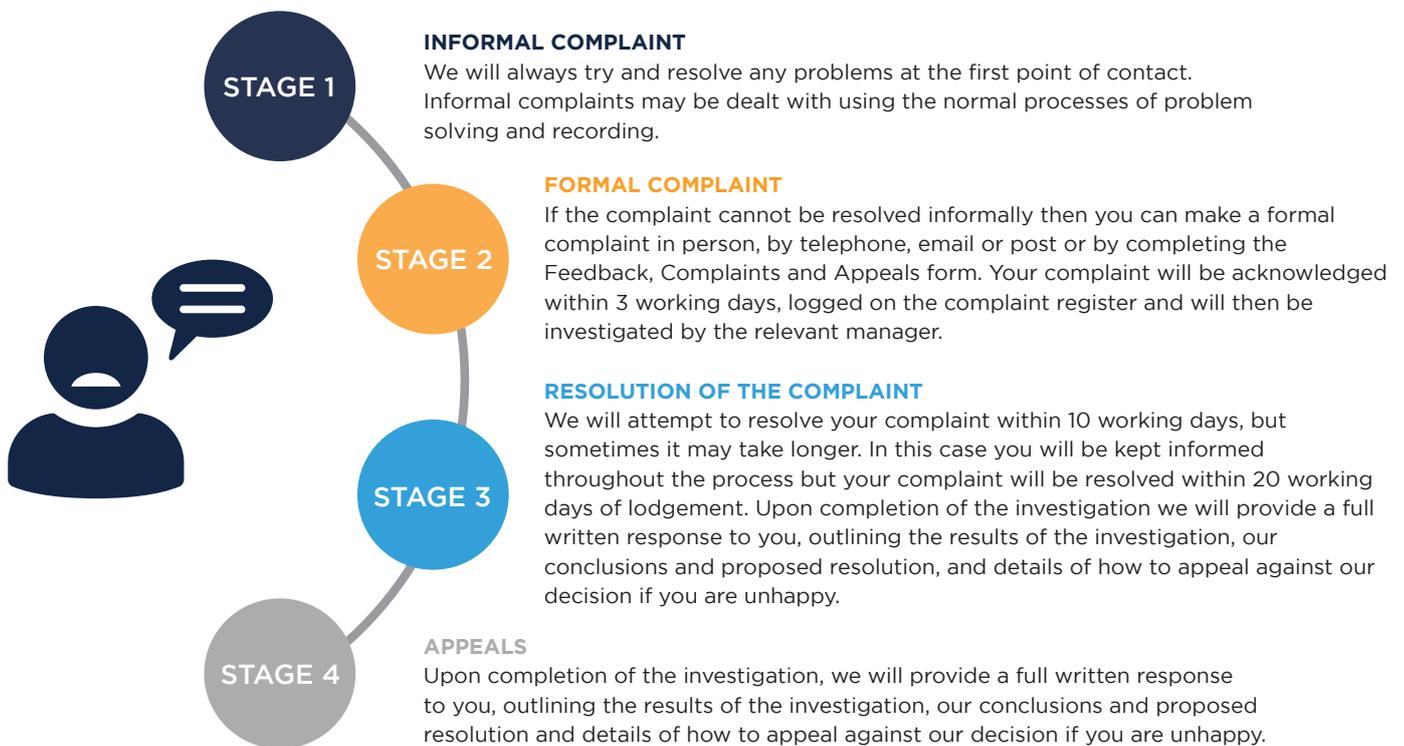
# Feedback, complaints and appeals



**At NAHCV we are committed to providing a quality service and exceptional tenancy 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 provide feedback, make a complaint or appeal?

**IN PERSON**

**BY TELEPHONE**

**BY EMAIL**

**BY POST**



# Feedback, complaints and appeals



## 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.

## External resources

Lodging a complaint does not deny a client their right to follow any other avenues for complaint, which may include:

- Making an application to the Victorian Civil and Administrative Tribunal (VCAT).
- Calling Consumer Affairs Victoria's Estate Agent Resolution Service (EARS) on **1300 73 70 30**, who may be able to offer advice about your dispute before you lodge a complaint.
- Making a written complaint to Consumer Affairs Victoria online at [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)
- If you are a tenant or prospective tenant, you have lodged a formal complaint with the NAHCV (registered housing agency) and after 30 days the matter is not satisfactorily resolved, you can then contact the Housing Registrar in writing or via email at [housingregistrarcomplaints@dtf.vic.gov.au](mailto:housingregistrarcomplaints@dtf.vic.gov.au) to discuss your concerns.

## Policy and further information

Anyone has a right to express their dissatisfaction with NAHCV's services or standards, practices or policies.

NAHCV's complaints and appeals policies outline how we want to handle dissatisfaction with our services and our decisions.

**They can be downloaded from the NAHC website:**

[Complaints and Suggestions Policy \(PDF\)](#)

[Appeals Policy \(PDF\)](#)

[Feedback, Complaints and Appeals Form \(PDF\)](#)

If requested, the attending staff member will email or post the complaints form to you.

## 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 NAHCV 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.*