

# COMPLIMENTS, COMPLAINTS OR APPEALS



[www.nahc.org.au/pages/nahcv](http://www.nahc.org.au/pages/nahcv)

## HOW TO CONTACT US



Over the phone, by calling NAH on 03 9067 5681



By emailing us directly at [housing@nahcv.org.au](mailto:housing@nahcv.org.au)



By talking to your Housing Officer or requesting an interview in person. You can bring a friend or advocate for help or support.



By using the Compliments, Complaints and Appeals form by downloading it from the website.

## MAKING A COMPLAINT OR APPEAL

We value your views, both positive and negative, and respect the right of all tenants to make a complaint or appeal. Your experience provides us with valuable feedback about our services and the way they are delivered.

We aim to always treat our tenants fairly, equitably and with respect. If you are making a complaint or appeal, we will allocate a staff member who is not directly involved in the matter to manage your concern and your housing services will be maintained during the process.

A copy of our Compliments and Appeals Policy is available on our website <https://www.nahc.org.au/pages/nahcv>

## COMPLIMENTS

If you would like to compliment National Affordable Housing Victoria (NAHV) on any aspect of our service, or give us suggestions, we welcome your thoughts. Compliments of our services inform us that we are on the right track and help us to recognise staff who provide excellent customer service.



## COMPLAINTS

Your complaints are welcomed! Complaints can be made when you are concerned or dissatisfied with the quality and standard of service you have received from NAHV. This includes the conduct or performance of a staff member or contractor working for NAHV.

You can bring issues to our attention informally by contacting your Housing Officer. Together you will creatively solve your issue.

If you're still not satisfied you can make a formal complaint using the Compliments, Complaints and Appeals Form. Once a formal complaint is made, we will investigate it and attempt to resolve the complaint within 20 working days.

## STEPS FOR FORMAL COMPLAINTS

### STEP 1 SUBMIT FORMAL COMPLAINT FORM

### STEP 2 RECEIVE RECEIPT FOR YOUR COMPLAINT

### STEP 3 MANAGER REVIEWS YOUR ISSUE

The person you are complaining about will not be the one handling your complaint.

### STEP 4 UP TO 20 DAYS TO REVIEW COMPLAINT

### STEP 5 YOU WILL RECEIVE A RESPONSE IN WRITING

### STEP 6 IF YOU'RE UNHAPPY THE CO WILL REVIEW

The Complaints Officer completes an internal review.

### STEP 7 IF YOU STILL DISAGREE SUBMIT AN APPEAL

You can submit an Appeal with the external groups on the right.

## APPEALS

Appeals can be made when you disagree with a decision made by NAHV, and you want that decision reviewed. All appeals must be lodged within 90 days of being notified of a decision.

Once lodged the Appeal is assessed by a Manager and COO. If you're not satisfied with the NAHV decision we can direct you to an external group, listed below.

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## EXTERNAL GROUPS

Consumer Affairs Victoria  
[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

Housing Registrar  
[www.vic.gov.au/housing-registrar](http://www.vic.gov.au/housing-registrar)  
housingregistrarcomplaints@dtf.vic.gov.au

Tenants Victoria  
<https://tenantsvic.org.au/>

All NAHV staff members will ensure that your complaints and appeals are dealt with confidentially and that your privacy will be always maintained.