



## 04 Feedback and complaints

We believe that all feedback is great feedback. This is because we want to provide the best service we possibly can. If you are unhappy with any part of our service, we want to know, so please be sure to tell us. You have the right to give us feedback, make requests and suggestions, and we value and appreciate this.

### **Giving feedback**

The easiest way to let us know your feedback or complaint is to speak to any Parramatta Mission staff member.

Many concerns can be resolved through a simple conversation with a staff member. However, if this staff member is unable to resolve the issue they will pass on your concern to the person most likely to be able to find a solution. This is only if you are comfortable for them to do so.

If you are not comfortable speaking to a staff member, you can complete the Parramatta Mission Community Housing feedback form.

### **Response time**

We will try to respond to you as soon as possible. You will receive an initial response within five days and we will advise you regularly of progress until the matter has been finalised.

## External appeals

If you feel that Parramatta Mission has been unable to resolve your concern, there are external organisations you can appeal to. The following organisations are available to you depending on what your complaint is about.

| Complaint type   | Organisation   | Contact  |
|--|--|--|
| You are not happy with the way a service has or has not been provided or managed.  | Community Services Division of the Office of the Ombudsman | (02) 9286 1000<br>1800 451 524<br><a href="http://ombo.nsw.gov.au">ombo.nsw.gov.au</a> |
| You are not happy with a decision about an application for housing or you are not happy with a decision made about someone who is receiving housing. | Housing Appeals Committee                                  | (02) 8741 2555<br>1800 629 794<br><a href="http://hac.nsw.gov.au">hac.nsw.gov.au</a>   |
| You are a tenant and feel that Parramatta Mission has acted outside of the Registrar of Community Housing's Code of Conduct.                         | Registrar of Community Housing                             | 1300 330 940<br><a href="http://rch.nsw.gov.au">rch.nsw.gov.au</a>                     |
| You hold a Residential Tenancy Agreement and want to appeal a decision made about your tenancy.  | NSW Civil and Administrative Tribunal (NCAT)               | 1300 135 3999<br><a href="http://ncat.nsw.gov.au">ncat.nsw.gov.au</a>                  |

## Tenancy assistance and information

If you would like more information about your tenancy please contact us using the details below. For more information about renting in general, please visit the following websites:

- [fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)
- [tenants.org.au](http://tenants.org.au)

If you would like more information on Community Housing regulation in NSW and Australia, please visit the following websites:

- [rch.nsw.gov.au](http://rch.nsw.gov.au)
- [nrsch.gov.au](http://nrsch.gov.au)