



## HUME COMMUNITY HOUSING ASSOCIATION COMPANY LIMITED

### Customer Feedback We want to hear Complaints or complements

**We realise that a truly successful business always puts its customers first and listens to their views, comments and suggestions on an on going basis.**

We are always looking for new ways for you to give us your feedback, particularly if:

- You have not been satisfied with the actions of our staff
- You have not enjoyed a good experience
- If you feel we have made an error which has affected you
- You require information relating to a service we provide
- You have not been satisfied with the actions of our contractors

We would also be delighted to hear from you when:

- You have been particularly happy with a service you have received from our staff or our contractors
- A particular member of staff has exceed your expectations
- You would like to compliment us on anything you think important

It would also be helpful if you would let us know of any ideas or suggestions where we could improve our service to you

We aim to give an excellent service to our customers. If we get things wrong we want to try to put them right and learn from our mistakes. Please talk to us to about your problems so we can address them and not cause any more stress that necessary.

### **How to make a complaint**

The complaint process is in three stages. Explained in this pamphlet are the three stages of the complaint process and what actions can be expected in each stage.

### **Who can complain?**

Any individual or group who uses or is affected by our service.

### **If you need help making a complaint**

Any member of staff will be happy to talk you through our customer feedback procedure or help you lodge a complaint. You can also ask a family member or friend to help on your behalf.

### **What to expect when you make a complaint**

Your complaint may well be resolved on the day we receive it, or we may need time to look into it. If this is the case your complaint will move into the 1<sup>st</sup> stage of the complaint procedure process.

## **Complaints procedure.**

### **Stage 1.**

The staff member who receives your complaint will acknowledge its receipt within 5 working days from the date received. The complaint will be allocated to an officer to investigate they will explore and respond to you in writing, within 15 working days from the date received. We will also follow up any actions agreed, to ensure the complaint is resolve to the satisfaction of all concerned.

The investigating officer must inform you of your right to escalate your complaint to Stage 2 if you are unhappy with the outcome.

### **Stage 2**

If you are not happy with our attempt to resolve your complaint, your complaint will be passed onto the Manager responsible for the department that is connected to the complaint. This Manager will investigate and respond to you within 15 working days from the date of their receipt of your complaint. You must be informed by the Manager of your right to escalate to Stage 3 if you are still unhappy with the outcome. In this case the Chief Executive Office may wish to review the complaint in order to obtain a result.

### **Stage 3 – Appeals Panel.**

If you are still dissatisfied with our attempt to resolve your concerns at this point the Chief Executive Officer will advise within 5 working days of receiving notice of your dissatisfaction. That the complaint has moved into Stage 3 and it will be heard by an Independent Apparel Panel. The Chief Executive Officer will arrange for your complaint to be heard by this Panel, they will review the complaint within 20 days of receiving the information, and advise you of their findings. They will also provide information relating to your next level of complaint if you are not satisfied with this process.

A form to help you to set out your issues can be down loaded from our web page, you can call at our office and pick up a copy or you can use a sheet of paper which ever method suits you.

### **How to contact us to discuss any issues you may have.**

- In person call at our office. Level 1, 119 The Crescent Fairfield.
- Over the telephone. Phone Number 9724 0554
- By writing to the above address
- Fax your correspondence to 9728 6439
- E-mail to [admin@humecha.com.au](mailto:admin@humecha.com.au)
- Website at [www.humecha.com.au](http://www.humecha.com.au)