

Housing Choices Australia Complaints Process

1. LISTEN

Once you come to us with a complaint, our staff will listen to your complaint and guide you through our process.

3. REVIEW

We will reach out to you in your preferred way within **5 days** to discuss your complaint. We will review the issue and prepare some options to support resolution.

4. COLLABORATE

We will discuss options with you to resolve your complaint. We will seek your ideas on how to resolve your complaint and what you think is most important to the issue.

2. ACKNOWLEDGE

We will issue you a formal acknowledgement letter within **2 days** of your complaint being received. This will outline the issues of your concern, the next steps of the process and the person responsible for resolving your complaint.

5. ACT

We will tell you what we will do and how long it will take. We are committed to resolving all complaints within **30 days** of getting them.

6. COMMUNICATE

We will keep you informed of the resolution progress and when actions are completed. You will receive copies of all letters when the resolution is complete.