

OUR COMPLAINTS PROCESS EXPLAINED

As a tenant of Housing Choices Western Australia (Housing Choices WA), you have the right to make a complaint.

Examples of complaints could include;

- You believe we have not delivered high quality customer service;
- You are unhappy with a particular policy, procedure or service we provide; or
- You've asked for something to be repaired but it hasn't happened within the timeframe it should have, or the repair is not completed to a satisfactory standard.

Housing Choices WA will treat anyone making a complaint with respect and deal with complaints in a fair and non-judgmental way.

You have the right to make a complaint anonymously and all information received will be treated as confidential in accordance with our Privacy Policy.

HOW TO MAKE A COMPLAINT ABOUT A HOUSING CHOICES WA STAFF MEMBER, CONTRACTOR OR SERVICE



GETTING INVOLVED

We value the experiences of our tenants and provide a number of ways for tenants to be involved in improving our services.

The feedback received about our services help us to identify trends and inform ongoing service delivery improvements.

We also seek tenant feedback through tenant groups, tenant newsletters, our Annual Tenant Survey and the Advisory Committee of Tenants (ACT). The ACT is a group of tenants who work closely with staff to plan, improve and deliver our services.

For more information on how you can be involved in improving our services, please contact Amy, our Tenant Consultation and Communications Officer, on 9430 0900.



Not the right process for you?

If you have a comment or suggestion about our services, you can complete a Feedback Form or get in touch with your local Housing Choices WA office to give feedback.

If you are unhappy with a decision we have made, you can appeal that decision using our Appeals process.

If you need to report an issue with a neighbour, you can do so by using our Nuisance and Anti-Social Behaviour process.

For more information, please contact your local Housing Choices WA office.



DO YOU NEED HELP TO MAKE A COMPLAINT?

If you need assistance to make a complaint, you can use an advocate. An advocate is someone who will act on your behalf e.g. a carer, friend, relative or a professional support service. To find an advocate, contact one of the organisations listed below

Consumers:

Consumers of Mental Health WA: 9258 8911
Fremantle Multicultural Centre: 9336 8282
Health Consumers Council: 1800 620 780
Mental Health Advocacy Service: 1800 999 057
Mental Health Law Centre: 1800 620 285
Mental Health Matters 2: 0413 861 049
Rise Network: 6274 3700

Carers

Carers Association of WA: 1800 242 636
Helping Minds: 1800 811 747

We keep all your information private and confidential. To talk about your tenancy with your advocate we will need your written permission.

Perth Metro Office
Level 7, 25 Rowe Avenue
Rivervale WA 6103
PO Box 105
Burswood WA 6100
P (08) 9430 0900
F (08) 9430 5583

ABN 67 128 888 157

Peel Office
4 Stevenson Street
PO Box 1200
Mandurah WA 6210
P (08) 9534 0400
F (08) 9583 5173

housingchoices.org.au

South West Office
1st Floor, 25 Victoria Street
PO Box 1539
Bunbury WA 6230
P (08) 9722 7200
F (08) 9721 7222

info-wa@hcau.org.au