

What if I Have a Complaint?

Are you dissatisfied with the service you have received?

Do you believe you have been treated unfairly by this agency?

Do you believe you have been discriminated against for any reason, such as your race, religion, gender or sexuality?

Do you believe this agency has made an incorrect decision that affects you?

If you answered yes to any of the above questions, you may want to make a complaint.

It's your right.

External Complaint Agencies:

If your complaint is not resolved to your satisfaction through our internal complaints process you have the right to take your complaint to an independent external agency.

For tenancy issues:

Victorian Civil and Administrative Tribunal (VCAT)

55 King Street
Melbourne, Victoria, 3000
Telephone: 1300 018 228

The Tenants Union Victoria

Telephone: 9416 2577

For any other issues:

Victorian Housing Registrar

Telephone: 9651 1402
Email: housingregistrar@dtf.vic.gov.au

Homelessness Advocacy Service (HAS)

Telephone: 1800 066 256



Complaints Guide

SOUTH PORT COMMUNITY HOUSING GROUP
259 DORCAS STREET, SOUTH MELBOURNE 3205

Giving Feedback

We are committed to continually improving the services we provide.

We welcome your comments, suggestions and ideas.

If you want to provide feedback or make an informal complaint you can talk to a staff member or use our feedback form.

Dealing with Your Complaint

We will deal with your complaints in a way that is respectful and fair and keep you informed during the process.

All information will be treated as private and confidential.

Making a complaint will have no negative impact on your involvement with the organisation.

At any stage during the process you can have an advocate or support person present.

We will not tolerate any threats or other acts of intimidation during the complaints process.

Making a Complaint

If you are unhappy or dissatisfied with a service that we have provided, or an action that we have taken you can make a formal complaint.

This means your complaint will be formally registered and dealt with through our formal complaints process.

You can make a complaint in the following ways:

- Coming into the office and talking to a staff member. A staff member will complete a complaints form for you to sign.
- Completing a complaints form online.
- Completing a complaints form and mailing or emailing it to us.

Email: admin@spchg.org.au

Mail: PO Box 207

South Melbourne, Victoria, 3205

Complaints forms are available at the office or on the website.

What Will Happen Next?

We will contact you within 10 days to inform you of progress.

We will investigate your concerns and work with you to find a solution that is acceptable to you and our organisation.

We may invite you to a meeting. In this case you are welcome to bring a support person.

Once we think we understand the issue we will propose a solution.

if at the end of the process we still can't agree on a solution then we will encourage you to take your complaint to an independent external agency.