

Complaints Form

For assistance please ask to speak with the Housing Justice Manager or call 5445 0990.

Date ____ / ____ / ____

1. Please give details of your complaint:

(Attach another page if needed)

2. Have you spoken to a staff member about this? Yes No

If yes; who did you speak to?

What was their suggestion?

Were you satisfied with this suggestion? Yes No

If no; would you like further investigation or action on this matter? Yes No

3. Further investigation or action:

I _____ consent to my information being shared with ARC Justice Executive Officer for the purposes of managing this complaint. Signed: _____.

This complaint will be managed within our Privacy and confidentiality and Complaints policies. Please ask if you would like a copy of either. The Housing Justice Manager or Executive Officer will investigate your complaint, consult any involved parties and consider the appropriate course of action.

If you would like us to contact you regarding your feedback, or let you know the outcome of your complaint, please provide your name and contact details below.

You do not have to provide your details if you don't want us to keep in touch with you about your feedback.

Name: _____ Phone: _____

Address: _____ Email: _____

4. Handing in his form:

a) Post to PO Box 432 Bendigo 3552	c) Hand it to a staff member
b) Drop it in to the Suggestion Box: in reception at 171 Hargreaves Street, Bendigo	d) Contact us by email admin@housingjustice.org.au or phone (03) 5445 0990

Thank you for taking the time to complete this form.
Your comments are valuable in helping us to review the way we provide our services.