



COMPLAINTS AND FEEDBACK

FACTSHEET

Affordable Community Housing Limited (ACHL) aims to provide a high quality professional service to all clients. We always welcome your feedback, whether complaints, compliments or suggestions.

Your feedback about ACHL's services is essential because it helps us to monitor our performance and effectiveness. It also helps us to know what is working well and if we need to change to do better.

ACHL respects your right to complain about the service you receive. Complaints are a valuable feedback mechanism and ACHL appreciates the opportunity to improve our services.

(Making a complaint is different to disagreeing with a decision we have made. If you disagree with a decision ACHL has made, you may lodge an appeal asking for the decision to be reviewed. The appeal will be dealt with in accordance with our Appeals Policy. More information is contained in the ACHL Appeals fact sheet.)

What can I provide feedback about?

You can provide feedback or make a complaint about:

- The services we provide
- The way you have been treated by staff
- The manner in which your personal information has been used, disclosed or dealt with, including health information.

How do I make a complaint?

You can make a complaint (or give a compliment or suggestion) by:

- Speaking to an ACHL staff member
- Visiting one of our local offices

How will ACHL respond to my feedback?

Complaints about the service you have received, or any suggestions for new or improved practices, will be referred to the relevant officer within ACHL.

Complaints will be acknowledged, investigated and responded to usually within 28 days. However, complaints regarding privacy may take up to 60 days to be completed.

Within 28 days, the person dealing with the complaint will tell you:

- The outcome of the complaint or
- How it will be investigated and how long it may take to finalise.

What if I do not agree with the outcome?

If you are unhappy with the outcome and believe the issue has not been satisfactorily resolved, you can contact an external agency such as the NSW Ombudsman: www.ombo.nsw.gov.au or 02 9286 1000. If your complaint is about a privacy issue, you can contact the Administrative Decisions Tribunal: www.lawlink.nsw.gov.au/adt or 02 9286 1000.

Where can I get more information?

For further details or answers to any questions, please visit or call your local ACHL office:

ACHL Silverwater: (02) 8622 1500
ACHL Bankstown: (02) 8760 8500

Website: www.achl.org.au

Providing secure, affordable housing to those most in need.

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