

Feedback, appeals and complaints



There are different ways you can provide feedback to us.

Some of these include:



MAKING A COMPLAINT OR APPEAL

Complaints

You have the right to make a complaint about the service you receive from us including contact with our staff, access to our services or the standard of service you have received. Complaints are managed by a central function so that there is independence in their investigation and responses. Complaints detail is also reviewed by senior managers to ensure they are being properly responded to and to identify if there are any common themes.

Appeal a decision

You also have the right to appeal (or question) a decision we have made that affects you.

What's the difference between an appeal and a complaint?

- A complaint is when you are not satisfied with something related to services you receive, including your interactions with staff, or the handling of a complaint by Foundation Housing.
- An appeal is a request to have a decision reviewed.



COMPLIMENTING US

If you have something positive to say, we would like to hear that as well.

If you have been helped by a specific staff member or think we are doing a good job, please let us know.



We are committed to receiving and dealing constructively with your feedback.

FEEDBACK

We will use your feedback to review and improve the services we provide. You can find all the relevant feedback forms on the website or your Housing Coordinator can provide you with one. You can also email feedback@foundationhousing.org.au