

Who to contact for assistance

If you want help making a complaint you can contact:

Homelessness Advocacy Service

Free call: 1800 066 256

www.melbourne.homeless.org.au/has.html

Tenants' Union of Victoria

P (03) 9416 2577

www.tuv.org.au

Who to contact to appeal

If you are unhappy with how your complaint has been dealt, you may wish to request an external review from one of the following organisations:

Victorian Civil & Administrative Tribunal (VCAT)

P 03 9628 9800

www.vcat.vic.gov.au

Victorian Equal Opportunity and Human Rights Commission

P 1300 292 153

www.humanrightscommission.vic.gov.au

Dispute Settlement Centre of Victoria

P 1300 372 888 or 9948 8628

www.disputes.vic.gov.au

Housing Registrar Victoria

P 9651 1402

www.housingregistrar.vic.gov.au

If you need support from an interpreter please let us know and we can arrange it.



Contact us

We welcome your positive and negative feedback on the services we provide. You can provide feedback by contacting us online, in person, in writing or by phone. Our contact details are listed below. If you would like further information or a full copy of our complaint policy please contact Unison Head Office.

Online

www.unison.org.au

In person

Appointments are available Mon to Fri, 9am – 5pm (public holidays excluded) at our offices.

In writing or by phone

Contact your local office

full list of phone numbers and addresses is available on our website

Head office

PO Box 12145 A'Beckett St, Melbourne 8006

P 9349 0250



unison[®]

Complaints Resolution

Communities that thrive

Unison Complaints

Making a complaint or appeal

If you are unhappy about how you were treated by our service, or would like to question the service you received, you have the right to make a complaint or appeal a decision you feel is unfair. Making a complaint or appeal will not affect the service Unison provides you. The complaints process can be used to make complaints or appeals.

What is a complaint?

A complaint is any matter where you believe Unison has not acted appropriately or in line with its responsibilities.

Examples of what a complaint may be:

- > A request for a property repair has not been responded to;
- > A staff member has not acted appropriately

What isn't a complaint?

A complaint is not a general request, nor an issue about something Unison cannot control.

Examples of what a complaint is not:

- > A request for a property repair;
- > Informing Unison about noisy tenant;
- > Concerns about Unison's waiting lists

How long will it take?

The timeframe to contact you with the outcome of your complaint is 30 days. If we cannot meet this, we will contact you to explain why there has been a delay and when we expect to have your complaint resolved.

How to make a complaint

- > Send us feedback online at www.unison.org.au
- > Speak to a staff member in person or by phone
- > Provide a written statement via email, in a letter, or on a Comments and Complaints form (located at every Unison office)

How to appeal an outcome

If you are still not happy with the complaint outcome or process, you may wish to escalate it through the Unison appeal process.

Internal appeals are dealt with by senior management. Complainants are contacted and advised in writing of the details of their appeal, the process, and of the appeal investigation and outcome.

An external review of your complaint can also be requested. Contact details for external review organisations are overleaf.

Please let us know if you would like to appeal an outcome or action.

Complaints process

