



## Contact us

### Online

[unison.org.au](http://unison.org.au)

### In person

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

### In writing or by phone

Full list of phone numbers  
and addresses is available  
on our website.

### **Head office**

PO Box 12145 A'Beckett St  
Melbourne 8006.

P: 03 9349 0250



If you need support  
from an interpreter  
please let us know.

# Our Customer Commitment





## Our Commitment

At Unison, our customers are at the heart of what we do. To demonstrate this commitment our customers can expect that:

- We will do what we say we will do, when we say we will do it.
- We will listen and be responsive.
- We will try to resolve your matter on first contact, if we can't; we'll maintain contact with you until it is resolved.
- We will be flexible with our services and pro-actively look for solutions that meet your individual needs.
- We will be respectful and open.
- We will value and build relationships.

## Our Values

We deliver services in line with our values. At Unison we value:



### People

We put the customer at the heart of what we do, we value each other and welcome diversity.



### Respect

We are respectful of all and welcome open and honest discussion.



### Positivity

We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions.



### Accountability

We do what we say we will do.

We are committed to responding to your requests and concerns within the following times.

Enquiry acknowledgment	1 business day
Initial written response to feedback / complaint	5 – 10 business days
Completion of feedback / complaint process	30 days
Respond to urgent maintenance works	24 hours
Completion of non-urgent maintenance works	14 days

## Our complaint resolution process

We do our best to resolve complaints within 30 working days. If we cannot resolve your complaint within 30 working days you will be kept informed of our progress. More information on complaint resolution is available on the Complaints Resolution Brochure available at all offices, online at [unison.org.au](http://unison.org.au) or by contacting us.