

## **Need help with your complaint or appeal?**

If you need help, call us on 03 9349 0250. Alternatively, you can seek assistance from the following organisations:

### **Council to Homeless Persons' Homelessness Advocacy Service**

P: 1800 066 256 (free call)  
E: [angela@chp.org.au](mailto:angela@chp.org.au)  
[chp.org.au/services/has](http://chp.org.au/services/has)

### **Tenants Victoria**

P: 03 9416 2577  
[tenantsvic.org.au](http://tenantsvic.org.au)

## **Who to contact to escalate a complaint or appeal?**

If you are not satisfied with the resolution of a complaint, you can appeal the decision and request it is reviewed by Unison. Or you may wish to request an external review from one of the following organisations:

### **Office of Housing Registrar**

P: 03 7005 8984  
E: [housingregistrar@dtf.vic.gov.au](mailto:housingregistrar@dtf.vic.gov.au)

### **Victorian Civil and Administrative Tribunal (VCAT)**

P: 1300 01 8228  
[vcat.vic.gov.au](http://vcat.vic.gov.au)

### **Consumer Affairs Victoria**

P: 1300 558 181  
[consumer.vic.gov.au](http://consumer.vic.gov.au)



### **Contact us**

We welcome your feedback – both positive and negative – on the services we provide. You can provide feedback, make a complaint or appeal online, in person, by phone or in writing.

For further information or a copy of Unison's Feedback, Complaints & Appeals, please contact our team directly.

### **Online**

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

### **In person**

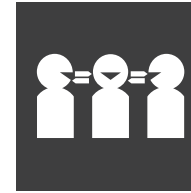
Appointments are available Monday to Friday, 9am – 5pm (excluding public holidays) at our offices.

### **By phone**

Visit our website for the full list of phone numbers, or call us on 03 9349 0250.

### **In writing**

PO Box 12145 A'Beckett St,  
Melbourne 8006



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



# **Complaints, Feedback & Appeals**

## Your feedback is important to us.

Unison is committed to providing quality services to our clients, renters and community. To help us do this, we welcome your feedback – both compliments, concerns and complaints – on our service and operations.

You have the right to make a complaint or appeal a decision, and doing so will not affect the service Unison provides you.

When something goes wrong, we are here to listen and work with you to resolve the issue as soon as possible. We encourage you to talk to our team first to resolve a complaint.

## Our commitment

Unison is committed to:

- Providing the opportunity for people to safely express their opinions or dissatisfaction in an easy and accessible way
- Managing complaints and appeals in a fair, respectful, transparent and timely manner
- Using information collected through feedback, complaints and appeals to continuously improve our services

## Your Privacy & Confidentiality

Unison respects your privacy by treating all personal and sensitive information in accordance with privacy legislation. All complaints and appeals are confidential and no identifying information will be shared without permission.

## What is a complaint?

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

A complaint is not a general request, nor an issue about something Unison cannot control – such as noisy neighbours, wait times for social housing, or a request for a property repair.

## How do I send a complaint, feedback or appeal?

- Send us a message on our website at [unison.org.au/feedback](http://unison.org.au/feedback)
- Speak to a staff member in person or call us on 03 9349 0250
- Send us a letter to PO Box 12145 A'Beckett St, Melbourne 8006

We encourage you to include as much detail as possible, including any action already taken to resolve the issue, any response or communication received to date, and the desired action or outcome you are after.

## What happens next?

When we receive a complaint or appeal, we will:

- Record the information
- Acknowledge that we have well received the information provided
- Review and investigate the matter
- Respond and resolve the matter
- Communicate with you

You can expect us to be in touch within 30 days after receiving your complaint or appeal.

If we cannot provide a final decision in this timeframe, we will tell you in writing the reasons for the delay and your rights in this situation.

## Complaints process

