

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.

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



Our Customer Commitment

Communities
that thrive

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 www.unison.org.au or by contacting us.