

Making a Compliment Complaint or Appeal

Bridge Housing respects the right of all customers to make a compliment, complaint or appeal as they provide valuable feedback about our services and the way they are delivered.

We aim to treat our customers fairly and with respect at all times. We allocate a staff member who is not directly involved in the matter to manage your complaint. A member of the Executive Team also reviews all complaints and appeals. A copy of our **Compliments, Complaints and Appeals Policy** is available on our website www.bridgehousing.org.au.

Compliments

If you would like to compliment Bridge Housing on any aspect of our service, we welcome your feedback. Positive feedback on our services helps us to ensure we are on the right track and to recognise staff who provide excellent customer service.

Complaints

Complaints can be made when you are not satisfied with the quality and standard of service you have received from Bridge Housing. This includes the service received from a staff member or a contractor working for Bridge Housing.

Appeals

Appeals can be made when you disagree with a decision made by Bridge Housing. All appeals must be lodged within 30 days of being notified of a decision. There is a two-stage appeals process.

Appeals are first reviewed internally by Bridge Housing. Bridge Housing's decision on your appeal can then be appealed to the independent Housing Appeals Committee (www.hac.nsw.gov.au or phone 1800 629 794).



What can I appeal about?

For social housing applicants and Bridge Housing tenants, appealable decisions include:

- ▶ Eligibility for social housing, including priority housing
- ▶ Removal from the NSW Housing Register
- ▶ Dwelling entitlements e.g. number of bedrooms or property type
- ▶ Locational need, including 'high demand' locations
- ▶ Offers of properties and the suitability of each offer
- ▶ Eligibility for transfer, including management transfers
- ▶ Changes to tenancy, including mutual exchange or succession of a tenancy
- ▶ Need for modifications for disability/medical reasons only
- ▶ Approval for an alteration to your property
- ▶ Former tenant charges
- ▶ Calculation of water charges
- ▶ Calculation, change or cancellation of a rent subsidy
- ▶ Permission to be absent from a property and rent calculation during absence
- ▶ Relocating tenants to other social housing at the expiry of a leasehold.

Further information on appeals can be found on the Housing Appeals Committee website www.hac.nsw.gov.au or phone 1800 629 794.

How can I make a compliment, complaint or appeal?

- ▶ Over the phone, by calling Bridge Housing on **02 8324 0800**
- ▶ By using the feedback form on the back of this fact sheet or by downloading the form from our website at www.bridgehousing.org.au and mailing it to Bridge Housing, PO BOX 20217 World Square NSW 2002
- ▶ By emailing us at customerservice@bridgehousing.org.au
- ▶ By requesting an interview and speaking to us in person. You can bring a friend or advocate for help or support. We can arrange an interpreter for you if required:

What happens next?

- 1 You will receive a letter or email confirming receipt of your compliment, complaint or appeal within 2 days.
- 2 For complaints and appeals, a complaints manager will be assigned to review your matter. Please be assured that the person you are complaining about will not be the one handling your complaint and, in the case of an appeal, the person who made the original decision will not manage the appeal.
- 3 The complaints manager will consider your complaint or appeal within 21 days. All complaints are also reviewed by a member of the Executive Team and you will be advised in writing of our decision.

What happens if I disagree with the outcome of my complaint or appeal?

Complaints and appeals are dealt with in different ways.

- 4 If you are unhappy with the outcome of your Complaint you can take the matter to the Chief Executive Officer (CEO). The CEO will review how the organisation dealt with the complaint. You will be advised of the CEO's decision within 14 days of receiving the request to review the decision.
- 5 If you disagree with the outcome of your **Appeal**, you have the right to appeal to the independent Housing Appeals Committee. You can contact the Housing Appeals Committee on **1800 629 794** or www.hac.org.au.



Vietnamese

Vui lòng truy cập website của chúng tôi www.bridgehousing.org.au để đọc thông tin này bằng tiếng Việt

Arabic

تراييزى جري ءي برعلا ءة ل ل اب تا مول علم هذه ءة ارقل
ينوتركلل! ان ع قوم
www.bridgehousing.org.au

Spanish

Por favor, visite nuestra página web www.bridgehousing.org.au para leer esta información en español

Chinese

请访问我们的网站
www.bridgehousing.org.au
阅读中文简体信息
請訪問我們的網站
www.bridgehousing.org.au
閱讀中文繁體信息

Please visit our website and use the Google Translate function for other languages

Feedback Form

Name: _____

Address: _____

Telephone: _____ Email: _____

Please provide detail on the service or decision you would like us to consider:

Would you like Bridge Housing to arrange an interpreter?

Yes No Language: _____

Please send your Feedback Form to:

Bridge Housing Limited, PO Box 20217, World Square, NSW 2002

☎ 9699 7055 ✉ customerservice@bridgehousing.org.au

We will review and monitor these standards with our partners annually.