

Housing Trust values customer feedback and will endeavour to address complaints as soon as possible within the response timeframes detailed in our Complaints Policy.

Our Complaints Policy is available on our website <https://housingtrust.org.au/about-us/policies/> or you can request a copy by contacting our office on 02 4254 1166. The form can be submitted to our office as follows:

**By Post:** PO Box 1, Coniston NSW 2500

**Hand Delivered to:** Level 7, 5 Bridge Street, Coniston NSW

**By Email:** [feedback@housingtrust.org.au](mailto:feedback@housingtrust.org.au)

**We will acknowledge written complaints within three (3) business day. The process of investigating and reviewing a complaint may take up to twenty one (21) business days from the date of receipt. If we cannot meet these timeframes we will advise you.**

To assist us in addressing your complaint, please provide the following information:

Your Details			
First name			
Surname			
Address			
Phone number			
Email address			
Are you a Housing Trust Tenant?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Do you require an interpreter?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, please advise the language required			
Indicate if you do not wish your name to be used in the investigation	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Property Subject to complaint (if different to above)	
Name of the Housing Trust tenant if known	
Address	

Select one or more which describes the nature of your complaint (if your complaint is related to anti social behaviour or noise and nuisance please use Complainant/Witness Incident report)		
<input type="checkbox"/> Pets	<input type="checkbox"/> Use of premises	<input type="checkbox"/> Conduct of staff
<input type="checkbox"/> Rent subsidy calculation	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Tenancy management
		<input type="checkbox"/> Other (describe)

Please provide the full details of your complaint; include as much detail as you can Attach any relevant documentation to support your complaint	

**Have you tried to resolve this matter on your own?**  
If yes, provide as much detail as you can


**Have you previously contacted any other Housing Trust staff member regarding this issue?**  
If yes, provide as much detail as you can


**What outcome are you seeking?**  
**What would you like to see as the resolution?**


**We suggest keeping a copy of this completed form for your records**

We will be mindful at all times of privacy and confidentiality issues related to sharing this information, however investigations are limited if we cannot use your name. If you don't wish to have your name used please indicate above.

Our Privacy Policy is available on our website <https://housingtrust.org.au/about-us/policies/> or you can request a copy by contacting our office on 02 4254 1166.

**By signing below you are also agreeing that we may need to access and use your personal information as provided in order to investigate the matter raised.**

<b>Name (please print):</b>			
<b>Signature</b>		<b>Date</b>	

**We will advise you in writing of the outcome of your complaint**

## Do you need an Interpreter or a Translator?

If you need help to understand this letter, please contact Telephone Interpreters on 131 450 and ask them to call Housing Trust on 4254 1166 at no cost.

## Trebate li tumača ili prevoditelja?

Ako vam je potrebna pomoć da biste mogli razumjeti ovo pismo, kontaktirajte telefonske tumače na broj 131 450 i zamolite ih da nazovu Stambeno povjerenstvo (Housing Trust) na broj 4254 1166, bez ikakvih troškova.

## Да ли вам треба тумач или преводилац?

Ако вам треба помоћ да разумете ово писмо, молимо вас јавите се на 131 450 за телефонског преводиоца и затражите да бесплатно назову Housing Trust на 4254 1166.

## ¿Necesita un intérprete o un traductor?

Si necesita ayuda para entender esta carta, comuníquese con los intérpretes telefónicos en el 131 450 y solicite que llamen a Housing Trust al 4254 1166 sin costo alguno.

## Bir Sözlü veya Yazılı Tercümana mı ihtiyacınız var?

Bu mektubu anlamak için yardıma ihtiyacınız varsa, lütfen 131 450 numaralı telefondan Telefonda Tercüman servisi ile iletişime geçin ve 4254 1166 numaralı telefondan Housing Trust'ı ücretsiz olarak aramalarını isteyin.

## هل تحتاج إلى مترجم شفوي أو مترجم خطي؟

إذا كنت بحاجة إلى مساعدة لفهم هذه الرسالة، فيرجى الاتصال بخدمة الترجمة الشفوية على الرقم 131450 واطلب منهم الاتصال بصندوق الإسكان Housing Trust على الرقم 42541166 دون أي تكلفة.

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