**CEHL COMPLAINTS BROCHURE**

This brochure explains what to do if you have a concern about CEHL and provides a form for you to use for lodging a complaint.

# Do you have a concern about CEHL?

Please tell us about your concern by calling CEHL on Free Call 1800 353 669 or emailing [complaints@cehl.com.au](mailto:complaints@cehl.com.au) . We will try to answer your concern and resolve the matter. If this does not resolve your concern, you may make a complaint to CEHL.

# How can you make a complaint?

Write a letter, send an email, complete and send the Complaints Form in this brochure, or phone and clearly state that you wish to make a complaint.

Our contact details are:

Postal address: CEHL COMPLAINTS, Level 1, 112 Balmain Street, Cremorne VIC 3121 Email address: [complaints@cehl.com.au](mailto:complaints@cehl.com.au) (Please type COMPLAINT in the subject field) Free Call: 1800 353 669

# Who can complain?

Anyone can make a complaint to CEHL. You can make a complaint or ask an advocate to assist you or make a complaint for you.

# Can you make an anonymous complaint?

CEHL may only resolve an anonymous complaint if sufficient information is provided.

# What complaints will be investigated by CEHL?

A complaint about any decision, policy, service, or person that is CEHL’s responsibility. CEHL cannot accept or resolve complaints about matters that are the responsibility of co- operatives or other agencies.

# What will we do when we receive a complaint?

We will forward your complaint to an employee with appropriate knowledge and authority to manage your complaint. We will write to you to confirm that we have received your complaint and explain the next steps. We aim to resolve all complaints within 30 days.

# How will we investigate your concern?

If you have provided enough information we may be able to make a reasonable decision without investigating the matter. We may simply check our records or review our decision, service or policy using the information you provided. However, if your concern is about someone’s behaviour, we will have to interview the person concerned and any witnesses. This is necessary to ensure that we have all the facts before making a decision.

# Your Privacy

Your complaint and any information that you provide will be handled according to the *Privacy Act 1998* (Cth), which contains the Australian Privacy Principles (APPs). Please read the Privacy Statement in the Complaints Form in this brochure for full details about this.

To: COMPLAINT CEHL

Level 1, 112 Balmain Street Cremorne VIC 3121

|  |  |
| --- | --- |
| **Full Name:** Click or tap here to enter text. | |
| **Address:** Click or tap here to enter text. | |
| **Phone:** Click or tap here to enter text. | **Mobile:** Click or tap here to enter text. |
| **Email:** Click or tap here to enter text. | |
| **Co-op Name:** Click or tap here to enter text. | |

(If you are a member of a co-operative

**Advocate:** Click or tap here to enter text.

(If you are acting as an advocate for the person wishing to make this complaint)

# Do you require an interpreter or translation service? Yes No

Language required Click or tap here to enter text.

# Who are you?

|  |  |
| --- | --- |
| A co-operative member | An advocate |
| An applicant for co-op membership | **Other: Click or tap here to enter text.** |
| A neighbour of a CEHL property | |

**What are you dissatisfied about?**

|  |  |
| --- | --- |
| CEHL | A rent decision affecting me |
| A Co-operative | A maintenance issue affecting me |
| The quality of service affecting me | Dispute with a neighbour or co-op member |
| A policy affecting me | A security or personal safety issue |
| A decision affecting me | Neighbourhood disturbance |
| My application for co-op membership | Other: Click or tap here to enter text. |

**How would you like this to be resolved?**

|  |  |
| --- | --- |
| Improvement of the service | An apology to me |
| An improved decision | Mediation with the co-operative |
| Improvement of a policy | Mediation with my neighbour |
| Further information provided to me | Improved security or safety |

**What is your concern?**

Please write about your concern

|  |
| --- |
| Click or tap here to enter text. |

**What have you already done to try to have this resolved?**

Please write about anything information or evidence that we should consider, and attach copies of relevant letters, emails or other documents

|  |
| --- |
| Click or tap here to enter text. |

**What would you like us to consider?**

Please write about anything information or evidence that we should consider, and attach copies of relevant letters, emails or other documents

|  |
| --- |
| Click or tap here to enter text. |

**PRIVACY STATEMENT AND DECLARATION**

**Privacy Statement:** Your information will be kept on the CEHL Complaints Register and in the CEHL Complaints File and handled according to the *Privacy Act 1998* (Cth), which contains the Australian Privacy Principles (APPs). It may be accessed by CEHL employees and shared with CEHL Board Directors or Co-operative Directors with the main purpose of investigating and resolving your complaint. Data that you provide may be reported to Housing Registrar (the community housing regulator) to demonstrate CEHL’s compliance with the Performance Standards in the National Regulatory Code and the Housing Act 1983. CEHL will not use or share your information for any other purpose without your consent unless legally required. To view information held by CEHL please phone our office.

**Privacy Declaration:** I declare that this information is true and correct to the best of my knowledge and I understand and agree to the Privacy Statement:

|  |  |  |  |
| --- | --- | --- | --- |
| **Signed:** | Click or tap here to enter text. | **Date:** | Click or tap here to enter text. |

|  |  |  |  |
| --- | --- | --- | --- |
| **OFFICE USE ONLY** | | | |
| **Received by (name):** | Click or tap here to enter text. | **Date received:** | Click or tap here to enter text. |

**Please contact us on** 1800 353 669 (Free Call) if you require help to complete this form or make your complaint. Make sure you attach copies of any related letters or documents and keep a copy of your complaint.