

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. 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 (Please type COMPLAINT in the subject field)

Free Fax: 1800 635 936 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 Information Privacy Act 2000. Please read the Privacy Statement in the Complaints Form in this brochure for full details about this.

COMPLAINTS FORM – Page 1

To: COMPLAINT
CEHL
Level 1, 112 Balmain Street
Cremorne
VIC 3121

Full Name:

Address:

Phone: **Mobile:** **Email:**

Co-op Name:
(If you are a member of a co-operative)

Advocate:
(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:

Who are you?

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> A co-operative member | <input type="checkbox"/> An advocate |
| <input type="checkbox"/> An applicant for co-op membership | <input type="checkbox"/> Other: |
| <input type="checkbox"/> A neighbour of a CEHL property | |

What are you dissatisfied about?

- | | |
|--|---|
| <input type="checkbox"/> CEHL | <input type="checkbox"/> A rent decision affecting me |
| <input type="checkbox"/> A Co-operative | <input type="checkbox"/> A maintenance issue affecting me |
| <input type="checkbox"/> The quality of service affecting me | <input type="checkbox"/> Dispute with a neighbour or co-op member |
| <input type="checkbox"/> A policy affecting me | <input type="checkbox"/> A security or personal safety issue |
| <input type="checkbox"/> A decision affecting me | <input type="checkbox"/> Neighbourhood disturbance |
| <input type="checkbox"/> My application for co-op membership | <input type="checkbox"/> Other: |

How would you like this to be resolved?

- | | |
|---|--|
| <input type="checkbox"/> Improvement of the service | <input type="checkbox"/> An apology to me |
| <input type="checkbox"/> An improved decision | <input type="checkbox"/> Mediation with the co-operative |
| <input type="checkbox"/> Improvement of a policy | <input type="checkbox"/> Mediation with my neighbour |
| <input type="checkbox"/> Further information provided to me | <input type="checkbox"/> Improved security or safety |

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What is your concern?

(Please write about your concern)

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)

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)

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 Information Privacy Act 2000. 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: **Date:**

OFFICE USE ONLY

Received by (name): Date received:

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.