



www.unityhousing.org.au



What do you think we should do?
(Attach extra pages if required)

OUR OFFICE LOCATIONS

CENTRAL OFFICE

300 Gilles Street Adelaide SA 5000

T 08 8205 3600

E central@unityhousing.org.au

NORTH OFFICE

179B Philip Highway Elizabeth South SA 5112

T 08 8287 8600

E north@unityhousing.org.au

NORTHERN OFFICE (by appointment only)

92 Main Road Port Pirie SA 5540

T 08 8633 2575

E north@unityhousing.org.au

NORWOOD OFFICE

81 Osmond Terrace Norwood SA 5067

T 08 8237 8777

E admin@unityhousing.org.au

SOUTH OFFICE

1/506 Brighton Road Brighton SA 5048

T 08 8198 1666

E south@unityhousing.org.au

THE TERRACE BOARDING HOUSE

260 South Terrace Adelaide SA 5000

T 08 8232 5459

E theterrace@unityhousing.org.au

Unity office hours: 9am to 5pm Monday to Friday

**WE VALUE
YOUR
FEEDBACK**



This brochure provides information about Unity's feedback process.

Signed: _____ Date: _____



OUR COMMITMENT

At Unity Housing we are committed to delivering services that match our values and our tenants' expectations. There may be times when you would like to compliment us or comment about a service you have received, give feedback on one of our policies or processes, a member of staff you have dealt with, or suggest an improvement. This process is an informal one. We are happy to receive constructive feedback as well as suggestions, however, if you wish to lodge a complaint the formal process must be used, as this will need to be investigated. Information on how to do this is contained in our complaints brochure *It's OK to Complain*.

All feedback will receive our prompt attention. Your compliments will be passed onto the person or area involved, and we will find the right person to look into and respond to your comments or suggestions.

If you would like advice, your Housing Officer or our Complaints and Appeals Officer is available to assist and can be contacted by phoning 08 8237 8777.

OUR VALUES

Unity Housing is committed to delivering services in line with our values, which are:

- Respect and Social Justice
- Innovation and Creativity
- Collaboration and Partnerships
- Transparency
- Leadership and Continuous Improvement
- Accountability and Honesty
- Affordable Housing Sustainable Communities

WHY WE WANT FEEDBACK

We welcome your feedback to assist us to maintain a high level of service and professionalism. Your feedback and suggestions are important to us and will help shape and improve the housing services we provide.

Unity likes to recognise great service, and your comments and compliments will also help us to identify and acknowledge staff achievements.

Your compliments will be acknowledged and help us to know that our services meet your needs and expectations. In some cases, you may be disappointed with our service or a policy but not strongly enough to make a formal complaint, or you may simply wish to make a suggestion as to how our services might be improved. Any feedback you do provide will help us to shape future policies and procedures.

OUR PROMISE

We value your feedback. It is important that our services meet your needs and that we work together to achieve our objectives and maintain successful tenancies. By providing feedback on our services, through our surveys, via your newsletter Around the House and through your feedback in general, you assist us to improve. This is an informal way to have your thoughts and feelings heard.

HOW TO GIVE FEEDBACK OR MAKE SUGGESTIONS

There is a feedback form within this brochure, which can be completed and returned to Unity (instructions are on the form). You can also give us feedback by:

- **phoning** us on 08 8237 8777
- **visiting** any of our offices
- **writing** to Group Services – Unity Housing, Reply Paid 84254, Norwood SA 5067
- **emailing** feedback@unityhousing.org.au
- **using the online feedback** section at www.unityhousing.org.au

If English is not your main language we can arrange an interpreter to help you with this.

FEEDBACK FORM

Send completed form to:

Group Services

Unity Housing

Reply Paid 84254, Norwood SA 5067

T 08 8237 8777 E feedback@unityhousing.org.au

Name:
Address:
Phone number:
Email:

Which Unity service are you commenting on?

- Boarding House Housing
- Other _____

What do you want to tell us?

(Attach extra pages if required)

DETACH HERE