

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

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### YOUR RIGHTS

You have the right to raise issues and have these investigated. All complaints received will be acknowledged and receive a written response. You can ask someone to advocate on your behalf (e.g. family, friend, advocacy service, other worker, or interpreter) and they will be included in the responses where appropriate.

### DEALING WITH NEIGHBOUR ISSUES

All tenants have the right to the peaceful enjoyment of their property and to live in harmony with their neighbours.

If you believe a person living in or visiting a Unity property is interfering with your peace or privacy, there are a number of things you should do:

- Contact Unity to make us aware
- Keep an incident diary with dates, times and details of incidents
- Contact the police (SAPOL) or relevant authority
- Contact Unity to report and provide copies of your incident diary and police report numbers

For more information, please refer to our *Dealing with Neighbour Issues Information Guide*, available from [www.unityhousing.org.au](http://www.unityhousing.org.au).

### NATURAL JUSTICE

All complaints will be handled with fairness and in accordance with the principles and intentions of natural justice, which are that:

- Any decision maker or process is free from bias
- All parties have the right to be heard
- The affected person has a right to know what it is they are being accused of
- All parties are informed of the basis on which a decision is made



[www.unityhousing.org.au](http://www.unityhousing.org.au)

### OTHER AGENCIES YOU CAN CONTACT

#### Consumer and Business Services

T 131 882 E [tenancy.advice@agd.sa.gov.au](mailto:tenancy.advice@agd.sa.gov.au)

#### NDIS Quality and Safeguards Commission

T 1800 035 544 W [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

#### RentRight SA

Freecall 1800 060 462 8am to 8pm, Monday to Friday

#### Uniting Communities – Mediation

T 08 8342 1800 E [mediation@unitingcommunities.org](mailto:mediation@unitingcommunities.org)

### OUR OFFICE LOCATIONS

#### HEAD OFFICE

10 Gibson Street, Bowden SA 5007

#### NORTHERN (by appointment only)

92 Main Road, Port Pirie SA 5540

#### SOUTH EAST (by appointment only)

Unit 6, 5 Percy Street, Mount Gambier SA 5290

#### THE TERRACE BOARDING HOUSE

260 South Terrace, Adelaide SA 5000

P: 1800 551 814

E: [feedback@unityhousing.org.au](mailto:feedback@unityhousing.org.au)

Customer Care & Maintenance: 1800 551 814

Our office hours are 9am to 5pm  
Monday to Friday

Not open on public holidays

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This brochure provides information about how you can make a complaint.

## OUR COMMITMENT

At Unity Housing we are committed to delivering services that match our values and our tenants' expectations. We are happy to receive constructive feedback as well as suggestions, however, if you wish to lodge a complaint the formal process should be used, as this will need to be investigated and responded to in a timely manner.

## 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
- Transparent and Ethical
- Leadership and Professionalism
- Empowering and Respectful

## WHEN WOULD YOU MAKE A COMPLAINT?

If you are not happy with our service, standards, practices or policies, you have the right to complain. There may be times when things do not go according to plan. If something does go wrong we would like you to tell us so we can try to put it right. We may not know there is a problem unless you let us know.

## WHAT YOU CAN COMPLAIN ABOUT

- Actions and/or behaviour of a Unity staff member
- Advice and information provided by Unity
- Services provided or delays experienced
- Charges you believe may be incorrect
- Use of your personal information
- Maintenance issues related to your property
- Any other aspect of Unity's operations you would like to tell us about

## WHAT YOU CAN DO BEFORE MAKING A COMPLAINT

It is always a good idea to talk to the person concerned if you are unhappy or dissatisfied with the service you received so we can attempt to work it out quickly. If the staff member you speak to cannot resolve the issue to your satisfaction then you may request to speak to a more senior member of staff. If you feel the issue has not been resolved by talking with us or we have not dealt with a matter appropriately and/or promptly, then you can make a complaint.

## HOW TO MAKE A COMPLAINT

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

- **phoning** us on **1800 551 814**
- **visiting** any of our offices
- (visit [www.unityhousing.org.au](http://www.unityhousing.org.au) or call for details)
- **writing** to Group Services – Unity Housing, Reply Paid 84254, PO Box 32, Welland SA 5067
- **emailing** [feedback@unityhousing.org.au](mailto:feedback@unityhousing.org.au)

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

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.

## AREAS OF COMPLAINT THAT UNITY CANNOT HELP WITH

Allegations of illegal activity or criminal behaviour should be reported to the police (SAPOL) on 131 444 or 000 if it is an emergency. Unity cannot report or investigate criminal matters on your behalf.

## WHAT HAPPENS NEXT?

After we receive your complaint, we will appoint someone internally to investigate the issue.

- 1 **All complaints will be registered** and acknowledged within two (2) business days of receipt.
- 2 **Your complaint will be investigated** within 15 business days of receipt. This may involve contacting you for more information.
- 3 **You will be contacted** regarding the outcome within five (5) business days of the investigation being completed, a total of 20 business days.

## IF YOU ARE NOT HAPPY WITH THE OUTCOME

If you are not satisfied with the outcome of your complaint or the way it has been handled, you may wish to take the issue further. You can ask for an internal review of the complaint investigation by an Executive Manager. You also have the right to refer your complaint to the SA Civil and Administrative Tribunal (SACAT) using their online application or by contacting them on 1800 723 767 or [sacat@sacat.sa.gov.au](mailto:sacat@sacat.sa.gov.au). Other agencies who may be able to help you are listed within this brochure.

You can also appeal a decision we have made. Refer to our brochure *Appeal a Decision*, or ask for a copy of the Unity Housing Appeals Policy. You can also access it online at [www.unityhousing.org.au](http://www.unityhousing.org.au).

# COMPLAINTS FORM

Send completed form to:

**Group Services**

**Unity Housing**

**Reply Paid 84254, PO Box 32, Welland SA 5067**

**E [feedback@unityhousing.org.au](mailto:feedback@unityhousing.org.au)**

<b>Name:</b>
<b>Address:</b>
<b>Phone number:</b>
<b>Email:</b>

**Which Unity service are you commenting on?**

- Boarding House    Housing    Maintenance  
 Other \_\_\_\_\_

**What is the main issue you are complaining about?** (Attach extra pages if required)

- Boarding House    Housing suitability  
 Standard of housing    Staff conduct  
 Neighbour issues    Service quality  
 Other \_\_\_\_\_

**What do you want to tell us?**  
(Attach extra pages if required)

DETACH HERE

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