

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.

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

OTHER AGENCIES YOU CAN CONTACT

Consumer and Business Services

T 131 882 E tenancy.advice@agd.sa.gov.au

NDIS Quality and Safeguards Commission

T 1800 035 544 W 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

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

Customer Care & Maintenance 1800 551 814

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

Closed on public holidays

VERSION 5/DECEMBER 2023



IT'S OK TO
COMPLAIN



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

