



www.unityhousing.org.au



What do you think we should do?

(Attach extra pages if required)

OUR OFFICE LOCATIONS

HEAD OFFICE

10 Gibson Street, Bowden SA 5007

NORTHERN (by appointment only)

92 Main Road, Port Pirie SA 5540

SOUTH EAST

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

Customer Care & Maintenance 1800 551 814

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

Not open on public holidays

VERSION 5/DECEMBER 2023



**WE VALUE
YOUR
FEEDBACK**



This brochure
provides
information about
Unity's feedback
process.

Signed: _____ Date: _____

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. 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.

WHY WE WANT FEEDBACK

We welcome your feedback to assist us to deliver services that match our values and your expectations. By providing feedback on our services, through our surveys, via our tenant magazine *Around the House*, and through your feedback in general, you assist us to review and improve our services. This is an informal way to have your thoughts and feelings heard.

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

You may 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.

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*.

If you would like advice, your Housing Officer or our Complaints and Appeals Officer are available to assist and can be contacted on **1800 551 814**.

HOW TO GIVE FEEDBACK OR MAKE SUGGESTIONS

Complete the feedback form included in this brochure and return it to us (instructions are on the form).

You can also give us feedback by:

- **phoning** us on **1800 551 814**
- **visiting** any of our offices
(visit www.unityhousing.org.au or call for details)
- **writing** to Group Services – Unity Housing, Reply Paid 84254, PO Box 32, Welland SA 5007
- **emailing** feedback@unityhousing.org.au

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

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



FEEDBACK FORM

Send completed form to:

Group Services

Unity Housing

Reply Paid 84254, PO Box 32, Welland SA 5007

E feedback@unityhousing.org.au

Name:

Address:

Phone number:

Email:

Which Unity service are you commenting on?

- ☐ Boarding House ☐ Housing ☐ Maintenance
☐ Finance ☐ Other _____

What do you want to tell us?

(Attach extra pages if required)

DETACH HERE

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