

Centrepay Related Complaints



Unity has a process to manage Centrepay complaints. The steps are:

1. You make a Centrepay complaint and we record it.
2. We tell you that we received your complaint.
3. We look into the Centrepay complaint.
4. We send you a written response.
5. We review the Centrepay complaint to see if we can improve our services.

You can read more about the complaints process in Unity's "It's OK to Complain" brochure and the Complaints Information Guide. The brochure is on the Unity website ([It's OK to Complain](#)). All new tenants receive a copy of the Complaints Information Guide when they start their tenancy.

How to Make a Complaint about Centrepay

If you have a problem with how Unity uses Centrepay, you can make a complaint. Please give as much details as possible, such as:

- the date and time
- date of Centrepay deduction
- details about the problem (for example, an overpayment or a payment not covered by your deduction authority).

You can make a Centrepay complaint in the following ways:

Email

Send your Centrepay complaint to the Complaints and Appeals Officer:
feedback@unityhousing.org.au

Online form

Fill in the complaint form on our website:
<https://unityhousing.org.au/complaints-and-appeals/>

Complaints and Feedback form

You can:

- download the form from the [Unity website](#)
- collect a form from your nearest Unity office
- call us and asking for a form to be sent to you

Post the completed form to:

Complaints and Appeals Officer
Unity Housing
PO Box 32
Welland SA 5007

Phone

Call our Customer Care Team on 1800 551 814 and tell them that you want to make a formal complaint. They will record details and start the process.

What Unity will do

When you make a complaint, we will:

- send you a written acknowledgement within two (2) working days;
- investigate the issue and try to find a solution;
- contact you if we need more information;
- send you a written response within 20 working days explaining the outcome and how we will resolve the issue.

If the complaint cannot be resolved, we may refer it to Services Australia.

Repeated or serious complaints may also be referred to Services Australia.

Other Organisations That Can Help

You can contact these organisations for advice or help.

RentRight SA

RentRight SA provide a free tenancy advisory service:

- Phone: 1800 060 462
- Website:
www.syc.net.au/services/housing-homelessness-support/rentright-sa

Services Australia

- Phone: 1800 132 468
- Online:
www.servicesaustralia.gov.au/centrelink-complaints-and-feedback
- In person: Visit a Services Australia service centre

SA Civil and Administrative Tribunal (SACAT)

If you are not happy with the outcome of your complaint or the way it was handled, you can contact SACAT

- Phone: 1800 723 767
- Email: sacat@sacat.sa.gov.au
- Postal address:
GPO Box 2361
Adelaide SA 5001

Unity will keep records of all Centrelink complaints for at least 7 years.