



## Information to include in your feedback.

Your name, address or contact phone number or email.

Please provide details on the service or decision you would like us to consider:

- What is the issue?
- When did it happen?
- Who is involved?

Do you need an interpreter to help you give us your feedback?

## Contact Us

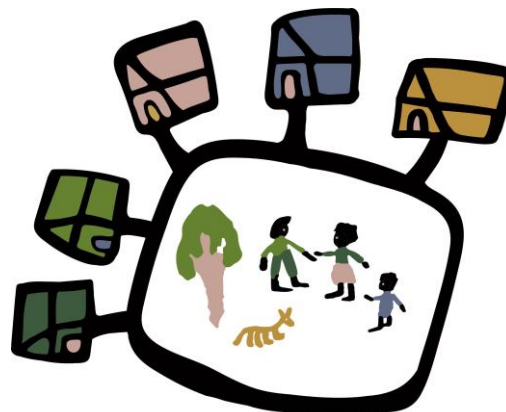
Phone: 08 8952 1266  
Address: 1/78 Hartley Street.  
PO Box 4905  
Alice Springs 0871  
Email: [info@chca.org.au](mailto:info@chca.org.au)  
Web: <https://www.chca.org.au/>

## CHCA values your feedback.

Community Housing Central Australia respects the right of all customers to make or offer a compliment, complaint or appeal as this provides valuable feedback about our services and the way they are delivered.

We will monitor trends in complaints, to improve our service or where required by contractual, legal or regulatory requirements.

We aim to treat our customers fairly and with respect at all times. We allocate a senior staff member who is not directly involved in the matter to manage your complaint. Copies of our Complaints and Appeals policies are available on our website.



Making a  
**Compliment**  
**Complaint**  
or Appeal

**COMMUNITY  
HOUSING  
CENTRAL  
AUSTRALIA**

*Better Lives Happy Homes  
Stronger Communities Through  
Safe & Affordable Housing*



## Compliments

If you would like to offer a compliment to Community Housing Central Australia on any aspect of our service, we welcome your feedback. Positive feedback helps us to ensure we are on the right track and to recognise staff who provide excellent customer service.

## Complaints

Complaints can be made when you are not satisfied with a decision we have made or the quality and standard of service you have received from Community Housing Central Australia. This includes services from a staff member or a contractor.

If you have a complaint about a tenant's behavior or events at one of our properties please refer to the ***Good Neighbour Policy***.

## How this works

1. Contact us directly with your feedback.
2. We will act upon phone calls, or if you come to the office in person, but we may require written complaints (including an email) to make sure we understand all of the issues.
3. You will be given written confirmation from us that we have received your communication within 3 business days.
4. For complaints and appeals, a complaints manager will be assigned to review your matter. Please be assured that the person you are complaining about will not be the one handling your complaint and in the case of an appeal, the person who made the original decision will not manage the appeal.
5. The complaints manager will consider your complaint or appeal within 21 days. You will be advised in writing of our decision.

Complaints will be confidential, unless the person making the complaint give us permission to disclose the matter or when we are authorized or required to disclose the information by law.

## Appeals

Appeals can be made when you disagree with a decision made by CHCA. All appeals must be lodged within 30 days of being notified of a decision. There is a two-stage appeals process.

Appeals are first reviewed internally by CHCA. If you remain unhappy with our decision on your appeal, you may seek a review of the outcome and lodge an external appeal to the following:

- Seeking support from their local Member of Parliament.  
[www.parliament.nt.gov.au/members/by-name](http://www.parliament.nt.gov.au/members/by-name)
- Contacting the Tenants Advice and Advocacy Service [www.dcls.org.au/tenants-advice](http://www.dcls.org.au/tenants-advice) or 08 8982 1111
- Community Legal Centre for information, advice and advocacy. [www.naaja.org.au](http://www.naaja.org.au) or 08 8982 5100
- Making an application to the NT Civil and Administrative Tribunal (NTCAT) if they believe we have not met our legal duties under the Residential Tenancy Act.  
[www.ntcat.nt.gov.au](http://www.ntcat.nt.gov.au) or 1800 604 622
- Making a complaint to the Northern Territory Registrar for Community Housing.  
[NRSCH.TFHC@nt.gov.au](mailto:NRSCH.TFHC@nt.gov.au)
- Making a complaint through the Northern Territory Government Public Housing Complaints and Appeals Mechanism  
[housing.complaints@nt.gov.au](mailto:housing.complaints@nt.gov.au) or 1300 301 167.