



## **Servants Community Housing Limited**

ABN: 86 623 370 034

### **How to make a complaint**

# What is a complaint?

A complaint:

- explains why you are unhappy with a specific part or standard of our service.
- and requests a changed outcome.

## How to make a complaint

Take the following steps to get your complaint resolved:

**Step 1.** Discuss your complaint with the House Manager or Day Manager, they might not be able to address your complaint, but will be able to let you know who to raise your complaint with and help you get in contact with the right person.

**Step 2.** If you have tried to resolve your concerns but you are still not happy with the outcome, you can discuss your complaint with the Tenancy Manager or CEO.

Tenancy Manager	<a href="mailto:tenancy@servants.org.au">tenancy@servants.org.au</a>	0431 000 241
CEO	<a href="mailto:ceo@servants.org.au">ceo@servants.org.au</a>	03 9819 6073

**Step 3.** If we cannot resolve your complaint at Step 1 or Step 2, you can choose one of the following ways to make a formal complaint to the department:

- **Submit your complaint online** using the [Lodge a complaint form](#)
- **Telephone** us on 03 9819 6073 or 0431 000 241.
- **Email** [ceo@servants.org.au](mailto:ceo@servants.org.au)
- **Mail:** Servants Community Housing, 36 Barton St, Hawthorn, VIC, 3122

## Transparency and accessibility

This procedure is available on the Servants Community Housing website  
<https://www.servants.org.au/policies-procedures/>.

## Review

This procedure was written in January 2023 and it is scheduled for review in March 2024.