



# Compliments and feedback

**Wesley Community Housing seeks feedback in order to improve services. We aim to receive and respond to feedback in a way that allows clear, honest, and open communication.**

## **Making it easy to give feedback**

You can provide feedback:

- in person
- through another person for you
- by calling 1800 770 602
- in writing by using the Raise your voice form, please contact us on 1800 770 602 and we will send you a copy of the form to complete
- filling out the customer feedback form on our website here: [Customer feedback | Wesley Mission](#)

## **Need help to make a complaint or appeal?**

Wesley Mission can arrange an interpreter if you have language difficulties or are visually or hearing impaired or can assist you in finding your closest Tenants Advice and Advocacy Service (TAAS) that offers free, independent information, advice and advocacy to tenants throughout New South Wales.

If you want someone else to complain on your behalf, your representative or advocate will need to provide us with written permission from you.

## **Complaints will be kept private**

When you provide feedback you can be identified or you can choose to be anonymous.

## **We will treat you fairly**

When you provide feedback you will not be bullied or discriminated against.

## **We respond to your feedback**

When you provide feedback, we will respond to you in a timely manner.

- We believe the best and fastest way to solve complaints is to deal with the issues when the complaint is received. You will receive an initial response within five days including details of our complaints process, your primary contact person details, expected timeframes and details of the steps that will be taken.
- We will aim to resolve the complaint within 28 days from the receipt of the complaint. If you feel that Wesley Mission has been unable to resolve your concern, there are external organisations you can appeal to.

## External complaints

The following organisations are available to you depending on what your complaint is about:

Complaint type	Organisation	Contact
You are not happy with the way a service has or has not been provided or managed.	<b>Registrar of Community Housing</b>	1800 330 940 www.rch.nsw.gov.au
You are a tenant and feel that Wesley Mission has acted outside of the Registrar of Community Housing's Code of Conduct	<b>Registrar of Community Housing</b>	1800 330 940 www.rch.nsw.gov.au
You have a concern in relation to misconduct or illegal activities of Wesley Mission	<b>NSW Fair Trading</b>	1800 502 042 www.fairtrading.nsw.gov.au

## Further information

If you would like more information on Community Housing regulations in NSW and Australia, please visit the following websites:

[www.rch.nsw.gov.au](http://www.rch.nsw.gov.au)

[www.nrsch.gov.au](http://www.nrsch.gov.au)

## Contact us

You can contact Wesley Community Housing on the phone during office hours, Monday to Friday 8.30 am to 4.30 pm. If staff are unavailable or you are phoning after hours, you can leave a message and our staff will return your call as soon as they can. You can also send us an email or complete an online enquiry form via our website.

**1800 770 602**

**[communityhousing@wesleymission.org.au](mailto:communityhousing@wesleymission.org.au)**

[www.wesleymission.org.au](http://www.wesleymission.org.au)

Wesley Community Housing policies can be obtained by calling **1800 770 602** or emailing [communityhousing@wesleymission.org.au](mailto:communityhousing@wesleymission.org.au)



### Contact us

General enquiries 1800 770 602

Maintenance and repairs 1800 770 602

Wesley Community Housing

[communityhousing@wesleymission.org.au](mailto:communityhousing@wesleymission.org.au)

[wesleymission.org.au](http://wesleymission.org.au)

ABN 42 164 655 145 Wesley Mission is a part of the Uniting Church in Australia.

**Do all the good you can  
because every life matters**