

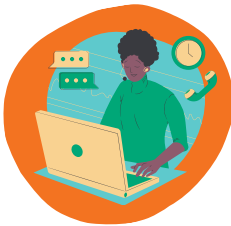
Feedback & Complaints

There are a few different ways you can provide feedback or make a complaint:



Visit one of our offices

and tell us you want to give feedback or make a complaint.



Download

a Complaints & Feedback form from our website and email it to info@housingplus.com.au



Write a letter to

PO Box 968
Orange NSW 2800.



Call us on

02 6360 3300.

What we need to know

When you give feedback or make a complaint tell us:

- Who you are - or you can remain anonymous
- How we can contact you
- What you want us to know
- What you want to happen next

If you need help to give feedback, tell us. There are services that can help you.

What happens if I make a complaint?

1



We will listen to your complaint.

2



We will thank you for your feedback.

3



We will find out what happened.

4



We will decide what should happen next.

5



We will take action to fix the problem.

21 Working Days

If you are not happy with our decision, you can tell us.
We will let you know what you should do next.



www.housingplus.com.au



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