

Do You Have a Complaint?

Prahran Malvern Community Housing encourage you to make a complaint if you feel;

- dissatisfied with the service provided
- that you have been treated unfairly
- that your rights have been breached

Informing Prahran Malvern Community Housing of a tenancy related issue does not necessarily constitute a complaint, these issues are covered under the Residential Tenancies Act 1997.

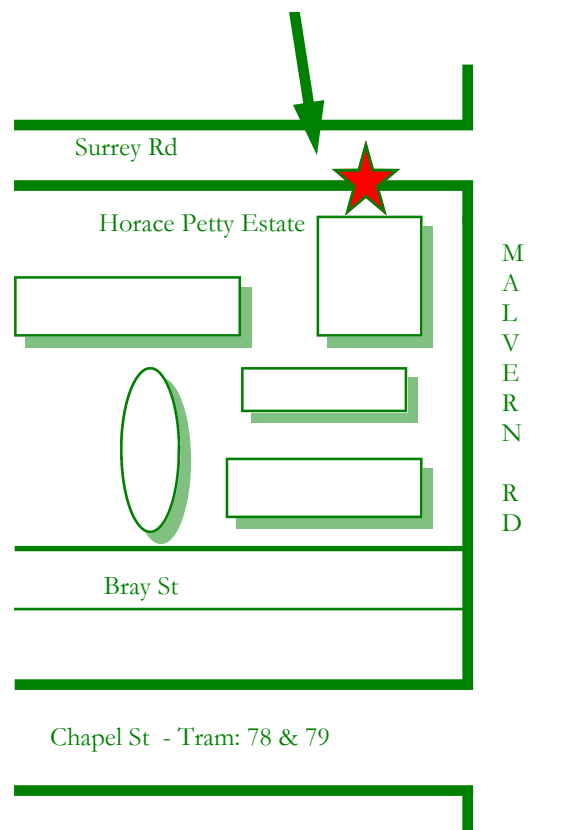
Providing Feedback

You can also tell us if you are happy with the service or offer suggestions for improvement.

Client feedback forms to make comments and give compliments are available from this service upon request.

Our Location

**We are here! Under the high-rise
Next door to the milk bar**



Shop 2/1 Surrey Road

South Yarra 3141

Phone: 9826-5194

Fax: 9826-2606

email: tenancy@pmch.org.au



**Do you have a
complaint about
Prahran
Malvern
Community
Housing?**

*Committed to the principles of social
justice and providing high quality,
affordable & accessible accommodation
to people in the local community.*

Operating Principles

Prahran Malvern Community Housing Inc. aims to provide a fair and transparent framework to manage complaints and appeals.

We recognise that an effective complaints policy & procedure benefits both tenants and the Organisation.

We welcome complaints as a valuable mechanism for receiving feedback on how we can improve our service.

Service users who believe they have been unfairly effected by decisions made by Prahran Malvern Community Housing have a right to have their complaint heard and dealt with in a respectful and confidential manner that is free of unjust repercussions.

Making a Complaint

You can make complaint to a staff member directly, or you may;

- telephone us to speak with the Manager or to make a time for a meeting or;
- request that a support worker or advocate contact us and speak on your behalf or;
- lodge a formal complaint in writing.

We will investigate and attempt to resolve complaints in the simplest manner and at the earliest time possible. We endeavor to resolve complaints within 30 days.

We will keep you informed of the steps taken and progress towards resolution of the complaint.

Our complaint handling policy & procedures are available from this service upon request.

Your Rights

Prahran Malvern Community Housing Inc. is Registered as a Housing Provider under the Housing Act 1983. You have a right to access a complaints procedure that is established for the purpose of dealing with complaints made by people who are affected by decisions made by a Registered Housing Provider and;

If you are a tenant or prospective tenant, who has made a complaint that is not resolved within 30 days or you are dissatisfied with the outcome you may refer the complaint to the Housing Registrar for investigation.

The Registrar can be contacted directly by telephone: 9651-1402 or by email:

housingregistrarcomplaints@dtf.vic.gov.au