

Fact sheet: Providing feedback, giving a compliment, or making an enquiry or a complaint



Your opinion matters and we want to hear from you. Your feedback - whether it's positive or negative - helps us to understand what's working and where we can improve.

This fact sheet explains how Haven Home Safe (HHS) handles and responds to enquiries, feedback, compliments and complaints. As a community housing organisation, the way we handle complaints is in line with government rules and guidelines.

What's the difference between an enquiry, feedback, compliment, and complaint?

Enquiry: A question or request for information about what HHS does has done in particular circumstances.

Compliment: Positive feedback about our staff or services that tells us what's working well.

Feedback: Opinions or comments telling us how you feel about our staff or services or suggestions about how we could improve.

Complaint: If you are a renter, client or stakeholder and are unhappy with your experience with HHS you can give us feedback about an issue. Sometimes your issue will meet criteria that requires a formal investigation. When this happens, it is considered a complaint. In all other cases we will still take on board your feedback, look into it and get back to you. Below are examples of complaints:

Service delivery complaints

are related to how we deliver our services, such as:

- Delays or lack of responsiveness
- Fairness and transparency with tasks or processes
- A decision we have made.

Renter complaints that are

related to your tenancy, such as:

- Poor customer service or communication
- Repairs or services that didn't meet expectations
- Entry to your property without proper notice.

Neighbour nuisance

complaints are related to the way a renter in a HHS owned or managed property is behaving, such as:

- Excessive noise
- Anti-social behaviour
- Causing damage to property or environment

You can learn what is considered unacceptable behaviour in our [Good Neighbour Policy](#). We aren't able to directly control behaviour, but we are able to take steps to address issues in line with the Residential Tenancy Act 1997 (RTA). If you have immediate concerns about your safety or illegal activity, please contact: **Police:** 000 or **Crimestoppers:** [1800 333 000](tel:1800333000)

Enquiries

For enquiries, contact us via phone, by visiting one of our offices, or via the form on our website. We will send your enquiry to the relevant team to follow up.

Bendigo: 10–16 Forest Street

Mildura: 143 Lime Avenue

Phone

1300 428 364

Preston: 52 Mary Street

Geelong: 15 Yarra Street



Sharing a compliment, providing feedback or making a complaint

There are many ways to share a compliment, provide feedback or make a complaint to Haven Home Safe:

1

Speak to a staff member in person or over the phone. This might resolve things quickly. We have 4 offices you can visit in person.

Phone
1300 428 364

Bendigo: 10–16 Forest Street

Mildura: 143 Lime Avenue

Preston: 52 Mary Street

Geelong: 15 Yarra Street

2

Fill in the feedback form. This is available online and at all offices.

Scan for form!



3

Write to us.

Email
compliance@hhs.org.au

Mail: Haven Home Safe Feedback,
PO Box 212, Bendigo, VIC, 3552



When handling feedback and complaints, we will treat everyone fairly and with respect.

What happens next?

5 days

We'll let you know we've received your compliment, feedback or complaint within 5 business days of receiving it.

5 - 30 days

Compliments: We will share compliments with staff so they can see their positive impact!

Feedback: We will share feedback with the relevant team and look at how we can improve.

Complaints: We'll look into the details and keep you updated along the way.

30 days

We aim to deal with most complaints within 30 days. If it's going to take longer, we will communicate this with you.



Need a hand? Our staff can help you to provide feedback or understand the process. If you require an interpreter or have any additional needs, please let our staff know.



Need help to translate this information? For free access to interpreters call 131 450 or visit tisonational.gov.au

Frequently Asked Questions (FAQs)

Who can provide feedback or make a complaint?	To provide feedback or make a complaint, a person needs to be a renter, a client, a neighbour of a Haven Home Safe property, or a stakeholder.
Can I make a complaint without sharing my name or details?	You can give feedback or make a complaint anonymously, but we won't be able to contact you to give you updates.
Will making a complaint affect my tenancy or the service I receive?	No, making a complaint won't affect your tenancy or the service you receive. If your complaint is about a staff member, they won't be the one handling it.
Is my information kept private?	<p>We treat all feedback and complaints with the highest level of confidentiality.</p> <ul style="list-style-type: none">• The information is only seen by staff who are involved in the process.• We do not share your personal information with the person you made the complaint about.• We keep a record of all communication related to your complaint so we can manage it properly and fairly.• All information is stored securely in line with our privacy policy. <p>If you have made a complaint about a HHS renter, we are unable to share renter details with you due to privacy.</p>
What should I do if HHS doesn't respond within 30 days? Or I am not happy with the way we managed your feedback or complaint?	If you don't hear from us with 30 days or are not happy with the outcome, you can lodge a complaint with the Housing Registrar via their online form .
I need help with my complaint, what should I do?	<p>Our staff can help you to put a complaint in writing or to understand the process. When you make a complaint, you can be supported by a friend, family member, or support worker.</p> <p>If you require an interpreter or have any additional needs, please let our staff know and we will do what we can to support you.</p>

For additional support and information, contact the following organisations:



Consumer Affairs Victoria

1300 55 81 81 | <https://www.consumer.vic.gov.au/>



Tenants Victoria

1800 068 860 | www.tuv.org.au

