

Complaints Process

All complaints concerning the services provided to Southern Cross Housing's (SCH) tenants should be brought to the attention of the Housing Officer concerned as soon as possible for resolution. A complaint should be lodged with the Housing Officer in writing, where possible.

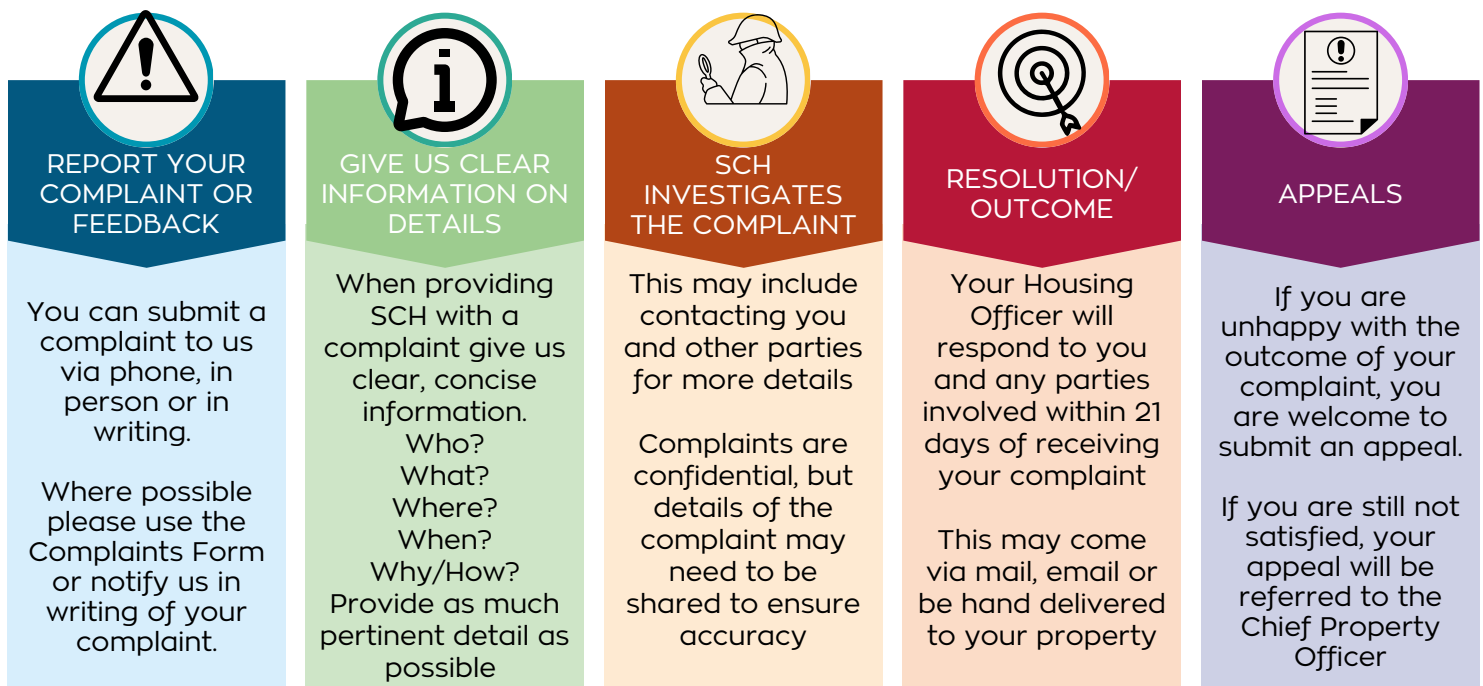
The Housing Officer will acknowledge receiving your complaint within 72 hours of receipt of the written complaint and will notify you of the outcome within 21 days. If more time is required to resolve your complaint, we will let you know of the delay and expected date of resolution.

If the matter is not resolved to your satisfaction, you can appeal the decision and your complaint will be referred to the Team Leader who will acknowledge receipt of your complaint and will undertake to respond within 10 working days.

You will be kept up to date during the complaint investigation process, and you are more than welcome to touch base with your Housing Officer if you have not heard from them.

If the complaint is still not resolved to your satisfaction, you are more than welcome to submit a further appeal, which sees the matter referred to the Chief Property Officer of Southern Cross Care WA.

All complaints of a serious nature will be managed by the Chief Property Officer.



At any point you can seek advice from:

Tenants Advice and Education Service
Circle Green Community Legal
08 6148 3636
www.circlegreen.org.au

OR

Consumer Protection
1300 304 054