

For Office Use

Received by :

Date :

94 Boulter Road, Berrimah
PO Box 36998 Winnellie NT 0821
ph: 08 8935 0111
email: info@yillihousing.com.au
web: yillihousing.com.au



CUSTOMER COMPLAINT AND FEEDBACK FORM (U14)

Private & Confidential

PERSONAL DETAILS

Name :

Address :

Contact Number :

Email :

NATURE OF COMPLAINT

Type of Complaint : (Eg: Damage Of Facilities/ Staff /Service)

Date and Time of Occurrence :

Location of Occurrence :

Detail of Person/ Party Involved (If Any):

Details of Complaint :

DECLARATION

I declare that to the best of my knowledge the information provided in the statement above is true and correct. The complaint written in this form is fully accountable and there is no part of the story being deliberately altered, hidden, omitted or added to create biasness and or benefit/ harm any party.

The complaint made is based on objective judgement and no personal sentiment involved against any party.

I acknowledge that I am filling this complain form of my own free will without demand/ force from any party.

I agree to provide additional information/ documentation if requested.

I have read and understood *Customer Complaint and Feedback Procedure* before I submit this complain form.

Signature

Name

Date

CUSTOMER COMPLAINT AND FEEDBACK PROCEDURE

Yilli Housing is committed to provide all customers with excellent service. The Corporation welcomes feedback and believes that customers have a right to complain about decisions and services provided.

MAKE A COMPLAINT

To make a complaint a customer should contact Property Manager, this can be done by:

- Walk in, filling out a *Customer Complaint Form* and submit to Property Manager/ receptionist
- Sending letter to Yilli Housing : PO BOX 36998 WINNELLIE NT 0821
- Fax to Yilli Housing : Fax: 0889350181
- Email to Yilli Housing : info@yillihousing.com.au

You can obtain *Customer Complaint Form* from Yilli Housing receptionist or download from Yilli Housing website (yillihousing.com.au)

Once you have lodge the complaint Yilli Housing Property Manager or other representative will give *Notice of Receipt of Complaint* within two working days.

Yilli Housing staff respects the right of the customer to complain and assist the customer by:

- Maintain complete confidentiality about this matter and any discussions that take place during this procedure
- Handle the complaints as quickly as possible
- Provide necessary information and advice
- Keep the customer informed and updated about how the complaint is being handled

GIVE FEEDBACK/ COMMENT/ SUGGESTION TO THE CORPORATION

Customers can give feedback and comments to Yilli Housing on any service with the same procedure as above. The Corporation will use this information to improve the service provided to customers. Yilli Housing particularly interested in whether the customer is satisfied with:

- A particular service
- The level of service experienced by the customer
- Way to improve our service
- Testimonial and positive experience in Yilli Housing accommodations

LODGE APPEAL

Customers who are lodging an appeal need to lodge appeals using the Corporations *Appeal Statement & Response Form*. It is not part of Customers Complaints and Feedback and will be processed separately.

Customer who wishes to appeal against a decision will correspond directly to the Corporations Board and Executive. Any decision made by Yilli Housing Board and Executive for the appeal shall be final and conclusive.

ADVICE, ASSISTANCE AND SUPPORT

- If a customer needs advice or support, they can phone the Corporation on 08 8935 0100 or visited the Corporation Office.
- For urgent out of hour assistance and maintenance request, please contact 1300 726 820

Yilli Housing staff will provide the customer with friendly and helpful service
in handling the customer's complaint or receiving feedback