

For Office Use

Received by :

Date :

Registered into CHINTARO : YES / NO

Yilli Rreung Housing Aboriginal Corporation

23 Callanan Road Yarrowonga 0830 NT

PO Box 347 Palmerston 0831

08 8935 0100 | info@yillihousing.com.au

www.yillihousing.com.au



CUSTOMER COMPLAINT AND FEEDBACK FORM (U14) 26/03/2021

Private & Confidential

PERSONAL DETAILS

Name :
Address :
Contact Number : Email :

NATURE OF COMPLAINT

Complaint type (e.g.:Anti social behaviour/ Staff /maintenance) :
Date and Time of Occurrence :
Location of Occurrence :
Details of Person/ Party Involved (If Any) :
Details of Complaint :

How can Yilli help? What outcome are you seeking from the complaints process?

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 complaint 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 complaint 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 service provided.

HOW TO LODGE A COMPLAINT

To make a verbal complaint, customers can speak directly with the staff member/s you have been dealing with in person or over the phone (08 8935 0100).

To make a written/ formal complaint, customers should contact Yilli Housing by:

- Walk-in, fill out a *Customer Complaint Form* and submit to the receptionist/ your property officer
- Send a letter to Yilli Housing : PO BOX 347 PALMERSTON 0831
- Email to Yilli Housing : info@yillihousing.com.au

You can obtain the *Customer Complaint Form* from Yilli Housing receptionist or download it from Yilli Housing website (www.yillihousing.com.au/publications-and-forms)

Once you have lodged the form, we will direct the complaint to the appropriate officer. Yilli will also register the complaint into the Chintaro complaint register.

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

- Maintaining complete confidentiality of any discussions that take place throughout the process
- Handling the complaints as quickly as possible
- Providing necessary information and advice
- Keeping 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
- ways to improve our service
- testimonial and positive stay experience in Yilli Housing accommodations

LODGE AN APPEAL

- Customers who are unhappy with the resolution of a complaint, may lodge an appeal within one month of receiving resolution of a complaint by:
 - sending an email to: info@yillihousing.com.au. Attn: Chairperson of Yilli Board
 - sending a letter to Yilli Housing PO BOX 347 PALMERSTON 0831. Attn: CEO or Yilli Board
- Appeals will be handled by the CEO, the Corporations Board and/or through an external appeals process depending on the nature of the appeal. Any decision made by Yilli Housing Board for the appeal shall be final and conclusive.
- A tenant whose tenancy is covered under The NT Residential Tenancies Act may contact NTCAT to appeal for tenancy-related decisions. Email: AGD.ntcat@nt.gov.au or Phone: 1800 604 622/ (08) 8944 8720

ADVICE, ASSISTANCE AND SUPPORT

- If you need advice or support, please contact us on 08 8935 0100 or visit Yilli Housing Office.
- For urgent out-of-hours assistance and maintenance request, please contact 1300 726 820

Thank you for taking the time to provide feedback about our service.
Yilli Housing will provide customers with a friendly and helpful service in handling complaints and feedback.