



***You have a voice!***

## ***Making a complaint?***



***Follow these easy steps if you have a complaint, this will ensure your complaint is heard and dealt with effectively.***



- 1. Any problem your first contact should be a Client Service Officer on 9890-6500.*
- 2. If a problem cannot be fixed by a Client Service Officer, it may be fixed by speaking to the General Manager-Housing Services on 9890-6500.*
- 3. If Ecclesia Housing cannot help with your problems, you can speak with a person from the Office of Fair Trading on 13 32 20 or WESTS (western Sydney Tenants Service) on 02 9891-6377.*
- 4. If you are still dissatisfied with the response to your complaint, you are able to contact the Housing Appeals Committee on free call: 1800 629 794.*