



AccessAccom
Home is where your independence begins

HAVE YOUR SAY

We are interested in your honest opinion, compliments, suggestions, feedback and concerns. It will help us improve the quality of our services and ensure that our clients have the best possible experience of living in an AccessAccom home.

Just follow our 3-step process and be assured that we will treat all information received confidentially and deal with your concerns promptly, fairly and consistently. You can also use this form to tell us what is working well!

Step 1

Informal feedback or concerns - Raise your concerns or suggestions informally with your tenancy manager either verbally or in writing. Your tenancy manager will respond and give you feedback within 10 working days. Your suggestions about how to resolve your concerns are also welcomed.

Step 2

Formal Complaints - Issues that can't be resolved with the tenancy manager can be escalated to the operations manager or the Managing Director as appropriate using the attached form. We will acknowledge this within 3 working days and endeavour to resolve your concerns within 15 working days. We will then write to you formally to advise you of the outcome or decision.

Step 3

Escalation to External Organisation - If the issue you have raised has not been resolved to your satisfaction, it is suggested that you take the matter to one of the following external bodies:

The Department of Fair Trading - for matters relating to your tenancy agreement.

The NDIS Complaints Commissioner - for matters relating to your NDIS services.

Neighbour Disputes

Disputes that involve neighbours are often out of the scope for the landlord or tenancy manager to resolve unless they involve breaches of a tenancy agreement. We can help by referring you to a free independent mediation service:

Community Justice Centres in NSW: www.cjc.nsw.gov.au



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Our Commitment to you

We welcome your feedback and respect your right to express dissatisfaction with any aspect of our service or policies. If you make a complaint, we will:

- Take your complaint seriously, record it and let you know if the matter should be dealt with under our 3-step process or as a neighbour dispute external to AccessAccom.
- Establish the facts and investigate according to the rules of natural justice.
- Respect your privacy and only share information with those who need to know. Your matter will be treated confidentially to protect your identity. Personal information will only be shared with your permission.
- Work to resolve the complaint in line with AccessAccom policies
- Notify you of the outcome in writing.
- Respect your right to be heard without discrimination and consider any feedback to guide our service delivery.

Please provide details of your concerns or complaint here or tell us what is working well:

How could we best respond to your concerns or resolve your complaint?

Name:

Date:

Address:

Please return this form to tenancy@accessaccom.com.au or post to
AccessAccom, Suite 401, 3 Hosking Place Sydney NSW 2000

Thankyou for your feedback, we really appreciate you taking the time.