

Complaints and Feedback Form

Use this form for complaints, feedback or compliments about St George Community Housing and its subsidiaries ('the SGCH Group').

<input type="checkbox"/> I want to stay anonymous (please note we will not be able to give you updates or ask you follow up questions if you choose not to provide a phone number or email).	
Name	
Address	
Telephone	(Home) _____ (Mobile) _____
Email	
This is:	<input type="checkbox"/> Complaint <input type="checkbox"/> Feedback <input type="checkbox"/> Compliment

Your relationship with SGCH: (please tick)

- I am a tenant of the SGCH Group
- I am a household member of the SGCH Group
- I am a landlord/Owner
- I am an applicant → please provide your T file number _____
- Other _____
- I am a neighbour
- I am a private resident
- I am a support worker

Please give details about your feedback below (you can attach another page if you need more room)



Would you like SGCH to contact you about this? Yes No

Do you require an interpreter? No Yes, (Language) _____

Would you like another person to act as a representative on your behalf, or someone else to know the details of your review (for example, a support worker)? Yes No

Name of advocate _____ **Relationship/Agency** _____

Telephone _____ **Mobile** _____ **Email:** _____

Privacy notice

The information we collect from you, or from an authorised third party, may be held by SGCH and its subsidiaries (the SGCH Group) and used to deliver services and/or for purpose required or authorised by law. The SGCH Group may also use your information to assess, plan, coordinate or improve our services.

The SGCH Group may also disclose your information to third parties if you have consented to the disclosure, or if the disclosure is required or authorised by law. Information provided to the SGCH Group may be stored using an overseas data storage provider.

The SGCH Group has and will continue to comply with state and federal privacy legislation when collecting, using and managing your personal and/or sensitive information.

If you choose not to provide your personal and/or sensitive information to the SGCH Group, it may impair our ability to provide services to you.

Our *Privacy Policy* contains information about how you can access and/or correct your personal information along with how you can make a complaint in relation to breaches of privacy.

Our *Privacy Policy* and further information about privacy can be obtained from our website www.sgch.com.au or by contacting our office on 1800 573 370 or by emailing privacyofficer@sgch.com.au.

Signed _____ **Date** _____

Once complete, you can submit this by post, email, or in person at any of our offices.

✉ PO Box 348, Hurstville BC 1481 feedback@sgch.com.au

🏠 Hurstville, Bonnyrigg, St Leonards, Fairfield, Riverwood, Sutherland

If the feedback is recorded by an SGCH employee, please complete the following section:

I verify the details I have recorded on this form are a true account of the details provided by the appellant /complainant

Signed: _____ **Date:** _____

Name: _____ **Position:** _____