



Complaints and Feedback Form

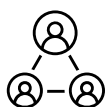
Use this form to report matters to St George Community Housing on one of the following.



Tenancy matters – such as neighbour disputes or reports of anti-social behaviour. These are managed in accordance with the *Residential Tenancies Act 2010 (RTA)*. Please contact your Tenancy Manager or refer to our Anti-Social Behaviour Factsheet for further information.



Complaint – is when someone tells us they are unhappy with our service or products and expects a written response from us. This includes external services we arranged for you, such as contractor or support services.



Feedback – is when customers and stakeholders let us know how they feel about our service and products. This includes giving compliments and providing suggestions for improvement.

Name			
Address			
Contact Number		Mobile Number	
Email			
This is:	☐ Tenancy Matter	☐ Complaint	☐ Compliment ☐ Feedback

Your relationship with SGCH (please specify i.e. tenant, applicant):

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

Would you like SGCH to contact you about this matter?	☐ Yes	☐ No
Do you require an interpreter?	☐ Yes – Language:	☐ No



Would you like another person to act as a representative on your behalf or someone else to know the details of your review? (e.g., a support worker)

☐ Yes - *Provide details of the representative below:*

☐ No

Name of the
advocate

Relationship/Agency

Telephone

Mobile

Email

Privacy Notice

Personal information that we (St George Community Housing Limited and its subsidiaries) hold may be used by us and shared with others when we deliver services, while we conduct our business or to meet our legal duties. We may also use your information for reporting purposes to meet our contractual or regulatory obligations, or to improve our services.

We may share your information with third parties if you have given us permission, or if we are legally required or authorised to share the information. Information that we hold may be stored using an overseas data storage provider.

We will meet our legal duties when collecting, using, and managing your personal and/or sensitive information.

If you choose not to provide your personal and/or sensitive information to us, we may not be able to provide services to you.

Our Privacy Policy has information about how you can access and/or correct your personal information and how you can make a complaint about your privacy.

You can read our Privacy Policy and get more information about privacy from our website www.sgch.com.au or by calling our office on **1800 573 370** or by emailing privacyofficer@sgch.com.au

Signature

Date

You can submit this form by post, email, or in person at any of our offices.



PO Box 888, Liverpool, NSW 1871



feedback@sgch.com.au



Liverpool, Bonnyrigg, St Leonards, Riverwood, Redfern, Fairfield