

Complaints and Feedback Form

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

	stay anonymous (please estions if you choose not		pe able to give you updates or ask you ne number or email).	
Name				
Address				
Telephone	(Home) (Mobile)			
Email				
This is:	🗖 Complaint	Feedback	Compliment	
Your relations	ship with SGCH: (please t	ick)		
I am a tenant of the SGCH Group			🗌 l am a neighbour	
I am a household member of the SGCH Group			🗌 l am a private resident	
🗌 I am a lar	I am a landlord/Owner I am a support worker			
🗌 l am an a	pplicant $ ightarrow$ please provid	e your Tax file nu	mber:	
Other				
-	details about your feedb	ack below (you c	an attach another page if you need	
more room)				
. <u> </u>				

1800 573 370 office@sgch.com.au PO Box 348, Hurstville BC 1481 sgch.com.au Level 5, 38 Humphreys Lane, Bediagal Country, Hurstville NSW 2220 (Registered office) 4 Wall Street, Cabrogal Country, Bonnyrigg NSW 2177

Ground Floor, 14-16 Chandos Street, Cammeraygal Country, St Leonards NSW 2065 11 Gibbons Street, Gadigal Country, Redfern NSW 2065 St George Community Housing Limited ABN 32 565 549 842 ACN 133 729 503



Would you like SGCH to contact yo	u about this?	□ Yes	□ No		
Do you require an interpreter?	🗆 No 🗆 Yes, (L	anguage)			
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)?					
Name of advocate:	Relatio	onship/Agency:_			
Telephone:	Mobile:	Em	ail:		

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 ofprivacy.

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 <u>privacy.officer@sgch.com.au</u>

Signed:

Date:

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:	
Name:	

Date:	
Position:	