

Complaints and Feedback Form

Use this form for complaints, feedback or compliments about SGCH Victoria and its subsidiaries ('we, our, us').

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 a:

Complaint

Feedback

Compliment

Your relationship with SGCH Victoria: (please tick)

I am a renter of SGCH Victoria

I am a neighbour

I am a household member

I am a private resident

I am a rental provider or agent

I am a support worker

I am an applicant on the Victoria
Housing Register (VHR)

I am an affordable housing applicant

Other

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

Would you like us 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 Victoria and its subsidiaries and used to deliver services and/or for purpose required or authorised by law. We may also use your information to assess, plan, coordinate or improve our services.

We 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 SGCH Victoria may be stored using an overseas data storage provider.

We 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 us, 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.

feedback@sgch.com.au

Office 2101-S, Spaces Box Hill (located in Box Hill Central), Corner Carrington Road and Thurston Street, Box Hill, VIC, 3128

If the feedback is recorded by an SGCH Victoria 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