

Homelessness Support Service: Complaints

Feedback on our services

The Women's Housing Company (WHC) Homelessness Support Service (HSS) is committed to effectively and professionally receiving and responding to complaints from clients and stakeholders.

We encourage you to make a complaint as this provides valuable feedback about our services and helps us to improve.

Making a complaint about our service delivery will not result in any form of retaliation or discrimination. You should feel safe and assured that you will be heard respectfully and professionally.

What is a complaint?

A complaint is an expression of dissatisfaction with a specific service delivered by the WHC, where the complainant is unhappy with the standard or type of service or the conduct of a WHC staff member.

Some examples of complaints include:

- **Failing to provide a service**
- **Inappropriate staff behaviour**
- **Poor administration of a service**
- **Inconsistent or inaccurate service**

How can I make a complaint?

Complaints can be made directly by a person receiving a service from the WHC or by an advocate on behalf of a person receiving a service from the WHC.

Complaints can be made anonymously, however the WHC may not be able to fully investigate the matter or be able to take appropriate action to resolve the matter and will not be able to respond to the complainant.

Complaints can be lodged by telephone, in writing by email or letter, or in person.

- **By telephone** – 02 9602 9160
- **By email** – info@whss.org.au
- **Send a letter** – PO Box 226, Casula Mall NSW 2170
- **In person** – you may request a meeting to speak with us in person. Call us to arrange a meeting during business hours (Monday to Friday between 9am – 4.30pm).

We can arrange an interpreter if required.

Assistance to lodge a complaint

The WHC can assist you to lodge a complaint if required. This can be done by explaining the process, arranging an appropriate service or interpreter.

What happens next?

The WHC will send you an acknowledgement letter or email to confirm receipt of your complaint within 3 business days.

As part of our complaints management process, we may call you for clarification on the matter. We may be able to resolve your concerns by providing additional information.

The WHC aims to resolve complaints promptly, and wherever possible within 21 business days.

What if I disagree?

If your complaint has not be handled to your satisfaction through the internal complaint processes, you can appeal the decision with the WHC. Please refer to the Homelessness Support Service: Appeals Fact Sheet for more information. Alternative, you can submit your complaint to the following external bodies:

- **The Department of Communities and Justice** via the online form accessible via this DCJ webpage:
<https://www.dcj.nsw.gov.au/contact-us/feedback-complaints.html> or by email: feedback@fac.nsw.gov.au

- **NSW Ombudsman**
Via the online form:
<https://www.ombo.nsw.gov.au/Making-a-complaint/how-to-make-a-complaint>



How is information about complaints used?

We regularly review information from complaints to identify issues and trends, in order to improve the way, we deliver services.

Complaint numbers, types and outcomes are regularly reported to the Board.

More information

The factsheet provides a general summary only. For more information, please refer to our *Homelessness Support Service: Complaints and Appeals Policy* on our website: www.womenshousingcompany.org.au.