

Homelessness Support Service: Client Service Charter

OUR COMMITMENT TO QUALITY SERVICE

We will

- treat you fairly and equally
- be friendly, respectful, and compassionate
- inform you of your rights and responsibilities when you receive a service from us
- be easy to contact and commit to timely resolutions
- listen carefully and patiently to understand your concerns
- give clear, accurate and consistent information, in plain language
- respect and protect your privacy and confidentiality, except where we have a legal obligation.

You can help us by

- treating staff with courtesy, respect, and patience
- giving us clear and accurate information
- informing us promptly of issues
- working with us to resolve issues
- reading information that we send
- responding to our contact
- asking for assistance and advice
- keeping your contact information up to date
- taking part in surveys and providing feedback.

Complaints and Appeals

We aim to provide high quality services and treat customers fairly. However, we understand there may be times when you are not happy with our service or a decision we have made.

If this happens, we encourage you to make a complaint or lodge an appeal, so we can address your concerns and improve our processes.

Please refer to our Complaints and Appeals Policy for more details.

Our Service Standards

Appointments	We will be on time or advise you if there will be a delay
Complaints and appeals	We will acknowledge your complaint or appeal within 3 business days. We aim to resolve complaints and appeals promptly, and wherever possible within 21 business days.
Phone calls	We will return your call by the end of the next business day
Emails	We will aim to respond by the end of the next business day

If you need help translating this document, please call the Telephone Interpreting Service on 131 450.