

# 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

<b>Appointments</b>	We will be on time or advise you if there will be a delay
<b>Complaints and appeals</b>	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.
<b>Phone calls</b>	We will return your call by the end of the next business day
<b>Emails</b>	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.*