

Fact sheet

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 468 746. Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

Interpreter Services

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450.

The Translating and Interpreting Service will telephone Housing NSW for you at no cost.

If you are hearing impaired, please contact the TTY Service on 1800 628 310.

Arabic

خدمة الترجمة الخطية والشفهية البجانية
اتصل على الرقم 131 450

Chinese

免費的翻譯傳譯服務
致電 131 450

Russian

Служба бесплатного письменного и устного перевода
Позвоните по номеру 131 450

Spanish

Servicio Gratuito de Traducción e Interpretación
Llame al 131 450

Vietnamese

Dịch vụ Phiên dịch và Thông dịch Miễn phí
Điện thoại 131 450

What is Client Feedback?

The Housing NSW Client Feedback Service lets us know what you think of our services. Whether you have a compliment, suggestion or complaint, you can phone the Housing Contact Centre (HCC) on **1300 HOUSING** (1300 468 746), 24 hours a day, 365 days a year, to give us your feedback.

We document all feedback to help us improve our services and acknowledge our staff who do well. **The client feedback service cannot change or overturn decisions.**

We aim to:

- provide equal access to services for all clients;
- provide quality service;
- provide accurate information and advice; and
- provide prompt and efficient service.

We will adopt:

A flexible attitude and a problem solving approach. All of our decisions:

- will be clear and fair;
- will be well communicated; and
- will be open to scrutiny.

What you should do

Complaints and suggestions can be lodged at any Housing NSW office, but if you have a complaint we recommend you do the following:

Step 1

- Contact your local Housing NSW office to speak to your Client Service Officer.
- Let them know you have a problem.
- Let them know what would help to find a solution.
- If you feel that your Client Service Officer is unable to help, you should ask that the matter be referred to your Team Leader.
- Provide as much information as possible to assist staff in assessing your situation.

Step 2

If you are still unhappy with the decision or are not satisfied with the service provided by your local office, you can:

- phone **1300 HOUSING** (1300 468 746) and follow the menu to the client feedback service; or
- fill in a client feedback form (at the back of this fact sheet) and post to the client feedback service; or
- email feedback@housing.nsw.gov.au; or
- visit www.housing.nsw.gov.au and complete the online feedback form.

Step 3

If you still feel the issue has not been resolved you can:

- complete a Reviewing Decisions form; and/or
- contact an external agency such as the Ombudsman.

Are you a community housing tenant?

If you are a community housing tenant and you have a complaint or suggestion you should contact your community housing organisation.

If you are not happy with the service provided by your local housing organisation, contact staff at the Office of Community Housing on 8753 8280. You can also contact the client feedback service.

How will you know what is happening?

If you have submitted a written complaint or phoned the HCC it will be acknowledged by Housing NSW. You will be advised of the outcome of your complaint and any action that is being taken within 15 working days.

Any questions?

If you have any questions about the information in this brochure phone **1300 HOUSING** (1300 468 746).

