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**Making a Complaint or Appealing a Decision  
*This information sheet explains how to make a complaint about the service you have received from us or appeal a decision made by Alliance Housing WA***

**What can I do if I am unhappy with the service I have received?**

We encourage you to let us know about it. Your comments are important to us. Whether you are satisfied as our customer or you have a complaint, this gives us an opportunity to learn how we can do better. If possible, please raise any concerns directly to your Tenancy Officer. If the issue can’t be resolved this way, we have a formal complaint and appeal process.

**When should I use the complaints process?**

If you are unhappy with the service we have provided you, or if you want to appeal a decision we have made about your tenancy.

You should start the process as soon as possible by speaking directly to your Tenancy Officer by ringing 97915438 for assistance.

**If you want to progress further.**

You can make a complaint or lodge an appeal by:

* Completing a complaint form and mailing it to us at Alliance Housing WA, PO Box 1505, Bunbury WA 6231.
* Emailing your complaint or appeal to [admin@alliancehousing.com.au](mailto:admin@alliancehousing.com.au)
* Lodging a complaint or appeal via our website

**I need help making a complaint or an appeal.**

If you cannot make the complaint or appeal yourself, please ask a friend, carer or other advocate to help you. Our complaints procedure is also open to those acting on your behalf. This maybe an Advocate, MP or Citizens Advice Bureau.

**Complaints Process.**

1. The Tenancy Officer will speak with you to see if the matter can be resolved. If you remain unhappy, you can ask for your complaint or appeal to be taken further or put your complaint or appeal in writing by completing a Feedback form.
2. Your complaint or appeal will be recorded by the Tenancy Officer and forwarded to the Business Manager for investigation. A response will be sent to you within 10 working days and follow up of any agreed action/s.
3. If you are not satisfied with the response, your complaint or appeal will be forwarded to the CEO. The CEO will review and respond within 10 working days.

**Taking your complaint or appeal further.**

If you still want to pursue the complaint or appeal you can contact the Department of Commerce, the Equal Opportunities Commission or one of the Tenant advocacy services.

**Making a report.**

If you are a tenant and you would like to inform us of an issue or incident at another Alliance Housing WA property, such as anti social behaviour, poor property standards, a maintenance issue, please speak with your Tenancy Officer or contact our office on 97915438.

If you are a member of the public and would like to inform us of an issue or incident at one of the Alliance Housing WA properties, please contact our office on 97915438 or complete a Feedback form and send it to our office. The Tenancy Officer for that property will contact you within two working days of receiving the report.

**Tenant Advice Service**

2/18 Plain St, East Perth

Phone: **1800 621 888**

**Legal Aid WA**

141 Koombana Court, Victoria Street, Bunbury

08 97212277

**Bunbury Community Legal Centre**

Lotteries House, 1st Floor, 101 Victoria Street, Bunbury

08 97913206

**Tenancy Adovcates**

There are several Adovcate agencies, the following is two of them:

**Accordwest**

26-28 Forrest Ave, Bunbury

08 97299000

**Adovcacy South West**

99 Victoria St, Bunbury

08 9721644