



# Complaints and appeals form

## About this form

We encourage our renters and community members to provide feedback on our services. We are committed to learning from your experience as it will help us to continually improve the services we deliver. You can make a complaint or appeal a decision by phone, by visiting our website, by visiting our office, or by completing this form.

## Your details

Name	
Phone number	
Email address	
Postal address	
Preferred contact	

Do you require an interpreter?  Yes /  No \_\_\_\_\_

## Who is this complaint about?

Organisation (If applicable)	
Name (If known)	
Property address (If applicable)	

Salvation Army Housing (Victoria) is committed to upholding the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). Any feedback you provide will be treated as confidential.



SAHV is committed to the principles of social justice and aims to ensure that every individual is treated with dignity and respect regardless of their ability, cultural background, ethnicity, gender identify, sexual orientation or religion.



What is the complaint or appeal about?

Please tell us your concern, outline what has happened, and when it happened

Please tell us how you have tried to resolve the issue

Please tell us how you would like this issue to be resolved

Signature \_\_\_\_\_

Date \_\_\_\_\_



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