



WE WANT TO HEAR Your Feedback

We are interested in your thoughts about our services - these may be compliments, suggestions or complaints. Your comments will help us improve housing services for people in the Hume Region of Victoria.

Thank you for taking the time to help us. You can provide feedback in a number of ways:

- by speaking to a Rural Housing Network Limited worker or manager
- by completing the form below and leaving it in the box in each office or mailing to:

The Chief Executive Officer
 Rural Housing Network Limited
 PO Box 761
 WODONGA Victoria 3689

- by visiting our web site www.ruralhousing.com.au and completing the feedback form
- writing to the Chief Executive Officer (*address left*)

We respect your right to make a complaint. If you have a complaint about Rural Housing Network Limited we will:

- Take your complaint seriously
- Discuss your complaint with you
- Investigate the issues thoroughly and quickly
- Talk or write to you about your complaint within 15 working days

date: / /

1 Which RHNL office did you visit?

Wodonga Seymour
 Shepparton Wangaratta

2 What is your feedback about?

Homelessness Services
 Housing Management - Transitional Housing
 Housing Management - Community Housing
 Housing Support Services
 Other (please specify)

3 Were you satisfied with the service received?

Yes No

RATE (poor) 1 2 3 4 5 (excellent)

4 How did you find?

a) The Information

RATE (poor) 1 2 3 4 5 (excellent)

b) The Help

RATE (poor) 1 2 3 4 5 (excellent)

c) The staff member

RATE (poor) 1 2 3 4 5 (excellent)

COMMENTS

.....

5 What could have been better?

.....

6 What do you feel should happen next?

.....

7 Want to know the outcome of your feedback?

Yes No

name:

address:

tel:

email:

thank - you for your feedback

please detach keep for future reference

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www.ruralhousing.com.au

contact us:

82 High St.

WODONGA

PO Box 761, 3689
T [02] 6055 9000
F [02] 6056 4527

40-42 Rowan St.

WANGARATTA

PO Box 273, 3676
T [03] 5722 8000
F [03] 5722 4964

43B Wyndham St.

SHEPPARTON

43B Wyndham St., 3630
T [03] 5833 1000
F [03] 5831 8918

12A Tallarook St.

SEYMOUR

PO Box 839, 3660
T [03] 5735 2000
F [03] 5799 2138

If you are unhappy with RHNL's response to your complaint you may contact:

Homelessness Advocacy Service

1800 066 256
www.chp.org.au/has.shtml

Housing Registrar

1300 650 172
www.housingregistrar.vic.gov.au

Tenants Union of Victoria

(03) 9416 2577
www.tuv.org.au

Ombudsman Victoria

1800 806 314
www.ombudsman.vic.gov.au

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