



Access, Equity & Excellence in Housing Services

3. Solution requested?

Yes No

.....
.....
.....
.....
.....
.....
.....
.....

4. Can we contact you regarding your comments?

Yes No

5. Contact details

Name / Organisation:.....

Details of person acting on behalf of complainant (if applicable):
.....

Address:.....

Town:.....

Phone:.....

Email:.....

Date:.....

Feedback

Rural Housing Network values your comments and is interested in your thoughts regarding our organisation and service provision – be they compliments, suggestions or complaints. Your feedback will assist Rural Housing Network in further developing social and community housing services for people in the Hume region of Victoria.

Providing Feedback

- Complete the feedback form attached to this brochure and forward to your nearest Rural Housing Network Limited office
- Speak to Rural Housing Network Limited staff
- Visit our website www.rhn.org and access the feedback form
- Contact the Chief Executive Officer on 02 6055 9000

What Happens to Your Feedback

Your feedback will be used to develop our organisation and our services, ensuring that accessible, secure and affordable housing is obtained for people experiencing homelessness and housing difficulty.

Should you have a complaint about our organisation we will act quickly in addressing your issue. To assist us in doing so, please complete the feedback form and forward to a Rural Housing Network office.



In working through your complaint Rural Housing Network Limited will:

- Take you grievance seriously
- Investigate thoroughly the issues raised
- Be open to discussion to resolve your grievance
- Respect your right to raise a grievance
- Write to you and inform you of the decision / agreement within 15 days

**Contact :
Rural Housing Network Limited**

82 High Street, WODONGA
PO Box 761, 3689
T : [02] 6055 9000
F : [02] 6056 4527

40-42 Rowan Street, WANGARATTA
PO Box 273, 3676
T : [03] 5722 8000
F : [03] 5722 4964

43B Wyndham Street, SHEPPARTON, 3630
T : [03] 5833 1000
F : [03] 5831 8918

12A Tallarook Street, SEYMOUR
PO Box 839, 3660
T : [03] 5799 0944
F : [03] 5799 2138

1. Area of feedback

What area of Rural Housing Network does your feedback concern?

- | | | | |
|---|--------------------------|------------|--------------------------|
| Housing Information and Referral | <input type="checkbox"/> | Wodonga | <input type="checkbox"/> |
| Tenancy Administration | <input type="checkbox"/> | Wangaratta | <input type="checkbox"/> |
| SHASP | <input type="checkbox"/> | Shepparton | <input type="checkbox"/> |
| Indigenous Tenancy Support | <input type="checkbox"/> | Seymour | <input type="checkbox"/> |
| Men's Indigenous Family Violence Time Out | <input type="checkbox"/> | | |
| Tenant Participation | <input type="checkbox"/> | | |
| Transitional Housing | <input type="checkbox"/> | | |
| Long-Term Housing | <input type="checkbox"/> | | |
| General | <input type="checkbox"/> | | |

2. Feedback

.....

.....

.....

.....

.....

.....

.....

.....