



Housing Tasmania Customer Feedback

We aim to be fair and provide an excellent service at Housing Tasmania. Sometimes you may not agree with a decision we've made but we try to be fair and open in our decision making. We want to hear from you if you have any concerns about decisions made so we can address them quickly. Your feedback about our service helps us to improve the services we provide.

How do I provide feedback about Housing Tasmania's service?

If you have some feedback please let us know by contacting your local Housing Tasmania Service Hub, if you are a tenant of Housing Tasmania, please contact your Tenancy Officer. You can also call our *customer service hotline* during business hours on 1800 808 340. You may leave a message if there is no one available to answer your call, either between or after business hours. Your call will be returned as quickly as possible between business hours.

How do I make a complaint about a decision made by Housing Tasmania?

If you have a complaint about a decision made, please let us know by contacting your local Housing Tasmania Service Hub, if you are a tenant of Housing Tasmania, please contact your Tenancy Officer. If your complaint remains unresolved after your first contact you will need to send a letter of complaint to your local Service Hub Area Manager. Please include your name, address, telephone number, a clear and concise description of your complaint and how you would like the matter fixed.

If you are still not satisfied with the outcome of your complaint, you can contact the *customer service hotline* during business hours on 1800 808 340. The Customer Liaison Officer will record and follow-up on your complaint and advise you of how long it will take to look into the matter and will keep you informed of the progress of your complaint.

How do I provide feedback about an employee of Housing Tasmania?

If you have feedback or a complaint about the service received from an individual staff member you should speak with them about it. If the matter remains unresolved contact the Team Leader of the staff member concerned. If you're still not satisfied with their response you will need to send a letter to your local Service Hub Area Manager. Please include your name, address, telephone number and detailed feedback.

How do I get a decision reviewed?

If you disagree with a decision we have made, talk with the staff in the office first. They might be able to solve the problem or explain why the decision was made. If you're not satisfied with their response you can take any of the following steps:

1. Ask for the decision to be reviewed by Housing Tasmania.
You can do this by telephone, letter or in person at the Service Hub you attended.
2. Ask to speak to a Senior staff member.
3. Contact the customer service hotline on 1800 808 340.
4. Ask for the decision to be reviewed by the Housing Review Committee.

If you are unhappy with a decision made by Housing Tasmania and have had the decision reviewed, you can seek a review from the independent Housing Review Committee. An application form for review can be obtained by phoning the Customer Service hotline 1800 808 340.

If you remain unhappy with the response to your complaint you can contact the Ombudsman who is an independent official, appointed to investigate complaints against government departments. The contact number is 1800 001 170.

More information

If you would like further information, please contact your local Housing Tasmania Service Hub. Information contained in this fact sheet has been obtained from the following Housing Tasmania policy:

- *Customer Feedback and Review Framework*