

# How to lodge a request, complaint or appeal

We don't always get it right. You may be confused by our processes, upset about how we have communicated with you, or feel dissatisfied with how we have managed something to do with your home. There is a process for letting us know if you are concerned about our service or about your home.



## Request for service

A request for service is when you have any issue that requires an action or service from us.

### This includes issues about:

- Support
- Maintenance
- Antisocial behaviour
- Rent
- Non rent (water and other utilities)

### How do I make a request for service?

- ✉ Email [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au)
- ☎ Call 9412 5111 or 4777 8000 or speak to your Housing Manager or Client Service Officer

## Complaint

A complaint is made when you are unhappy with a service you have received.

### For example:

- A change or withdrawal of the service
- The way a service was delivered by our staff
- Unsatisfactory repairs
- Link Wentworth has not followed its policies and procedures

### How do I make a complaint?

- ✉ Email [feedback@linkwentworth.org.au](mailto:feedback@linkwentworth.org.au)
- ☎ Call us on 9412 5111 or 4777 8000
- ✍ Come into our office and fill out a form
- 📄 Fill out the form on our website

## Appeal

If you think a decision made by Link Wentworth is unfair or incorrect you have the right to appeal against the decision. This is an internal (1st Tier appeal).

### Issues that can be appealed:

- Rent and water charges
- Permission to keep a pet
- Tenancy matters
- Housing assistance
- An application or transfer decision

### How do I make an appeal?

- ✉ Email [feedback@linkwentworth.org.au](mailto:feedback@linkwentworth.org.au)
- ☎ Call us on 9412 5111 or 4777 8000
- ✍ Come into our office and fill out a form
- 📄 Fill out the form on our website

## What happens next

Complaint or appeal is lodged and reference number given

Complaint or appeal is acknowledged in writing

Within 2 business days

Investigation & consideration by relevant manager

Investigation complete and written response provided

Within 15 business days

## Further action

If you don't agree with the outcome of the appeal you can have the matter reviewed externally by the Housing Appeals Committee (HAC - [hac.nsw.gov.au](http://hac.nsw.gov.au)), this is a 2nd Tier appeal.

If your complaint is not an appealable decision, you can seek to have it reviewed by a more senior member of staff.