Complaints and appeals form

# About this form

We encourage our tenants 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 or 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 [ ]  If yes, what language:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Who/what is this complaint/appeal about?

Please head to [mcmhousing.org.au/get-in-touch-with-us/if-youre-not-happy-with-our-service/file-an-appeal](https://www.mcmhousing.org.au/get-in-touch-with-us/if-youre-not-happy-with-our-service/file-an-appeal) for information on what sorts of decisions can be appealed.

For neighbourhood complaints, please go to [mcmhousing.org.au/for-tenants/copy-of-neighbourhood-complaints](https://www.mcmhousing.org.au/for-tenants/copy-of-neighbourhood-complaints) and complete a Neighbourhood Complaints Pack.

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

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

# 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

Once completed, you can send this form to:

MCM Housing

164-180 Kings Way

South Melbourne 3205 or email it to info@mcmhousing.org.au