

## Who Are We?

### Junction Australia

Junction Australia is a trusted and leading provider of quality community support and housing services. We have been strengthening lives and communities in South Australia for more than 35 years.

Our aim is to deliver high quality, responsive services reflecting our core values:

- **RESPECT:** Every person deserves to be treated with respect
- **TRUST:** Safety and trust are the foundations of healthy families and relationships
- **INCLUSION:** Inclusive communities value and embrace diversity
- **INTEGRITY:** Acting in a way that is honest, just and open to others.

### Junction & Women's Housing

Junction Australia's registered community housing provider 'Junction and Women's Housing Limited' (JWH) has a proven record of successful service delivery.

We offer housing to people who:

- have experienced domestic violence
- are on low or very low incomes
- have a disability
- are homeless or at risk of homelessness
- are struggling to find and keep suitable housing.

## What is a compliment?

A compliment may be a positive comment made about something that has happened during your contact with Junction Australia / Junction & Women's Housing.

## What is a complaint?

A complaint can be a comment made about something that you are unhappy about that has happened during your contact with Junction Australia / Junction & Women's Housing.

## How we will respond to your feedback

Junction Australia is committed to providing all clients and tenants with the opportunity to comment about the service or contact you have had with us.

### What will we do with your feedback?

- It will be brought to the attention of the relevant Portfolio Manager, who will decide which JA staff member is best placed to action the issue you have raised.
- You will be kept informed of the progress of your feedback throughout the process.
- We will seek to provide a response in an efficient, fair and timely manner.
- The information you provide will only be used to respond to your feedback.

If you are not satisfied with the response provided to you, please call us and ask to speak to the Manager, Quality & Customer Services.

If your issue is still unresolved, you may wish to contact the Tenancy Information & Advocacy Service (TIAS) on 8305 9459.

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# Compliments and Complaints

## We value your feedback

Strengthening lives  
and communities

