

## WHAT IS A COMPLIMENT?



If you feel we've done a great job and would like to say something positive.

## WHAT IS A COMPLAINT?



If you feel we've let you down and would like to express dissatisfaction with the quality of service provided.

A complaint is not an appeal and will not result in a decision being reviewed. Please refer to our *Housing Appeals* brochure for more information on how to lodge an appeal.

## HOW WILL WE RESPOND?



Our feedback will be raised with relevant senior staff to respond. We will keep you informed of progress, if you wish, and endeavour to respond in a fair and timely manner.



Level 1, 838 Marion Road  
Marion SA 5043

(08) 8275 8700

housing@junctionaustralia.org.au

Monday - Friday  
8.30am - 4.30pm

PO Box 493  
Park Holme SA 5043

**Junction**

junctionaustralia.org.au



**Junction**  
WE'RE  
**LISTENING**

We're always striving to  
improve our services,  
and it all starts with  
**your feedback**



PLEASE PROVIDE YOUR FEEDBACK BELOW:

THIS IS A: COMPLIMENT  COMPLAINT

Multiple horizontal lines for providing feedback.

Thank you for taking the time to let us know how we're doing. We are committed to delivering the best possible service and take all compliments and complaints seriously.

Please return this form by post or scanned via email.

RETURN TO:

Junction
Level 1, 838 Marion Rd
Marion SA 5043
PO Box 493
Park Holme SA 5043
(08) 8275 8700
housing@junctionaustralia.org.au

YOUR DETAILS:

NAME:
ADDRESS:
TELEPHONE:
EMAIL:
DATE: / /

This section to be completed by the delegated Junction staff member:

DATE RECEIVED: / /
SIGNATURE:
REGISTRATION DATE: / /