

## 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?



Your 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.

Your feedback is also welcome online:  
[junctionaustralia.org.au/contact/feedback](http://junctionaustralia.org.au/contact/feedback)



[junctionaustralia.org.au](http://junctionaustralia.org.au)



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

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

