



## 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 are committed to responding in a fair and timely manner.

We are also committed to:

a transparent process where you have a right to complain without fear of retribution.

providing a safe and comfortable environment for people from Culturally and Linguistically Diverse (CALD) backgrounds to convey their feedback effectively.

providing support to you throughout the process as required, or encouraging you to seek support from family, a friend or an independent advocate.

If you need help submitting your feedback (including a translator), please contact us on 8203 5700.



## 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.

Your feedback is also welcome online:  
[junctionaustralia.org.au/your-say/](https://junctionaustralia.org.au/your-say/)



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# WE'RE LISTENING

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

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