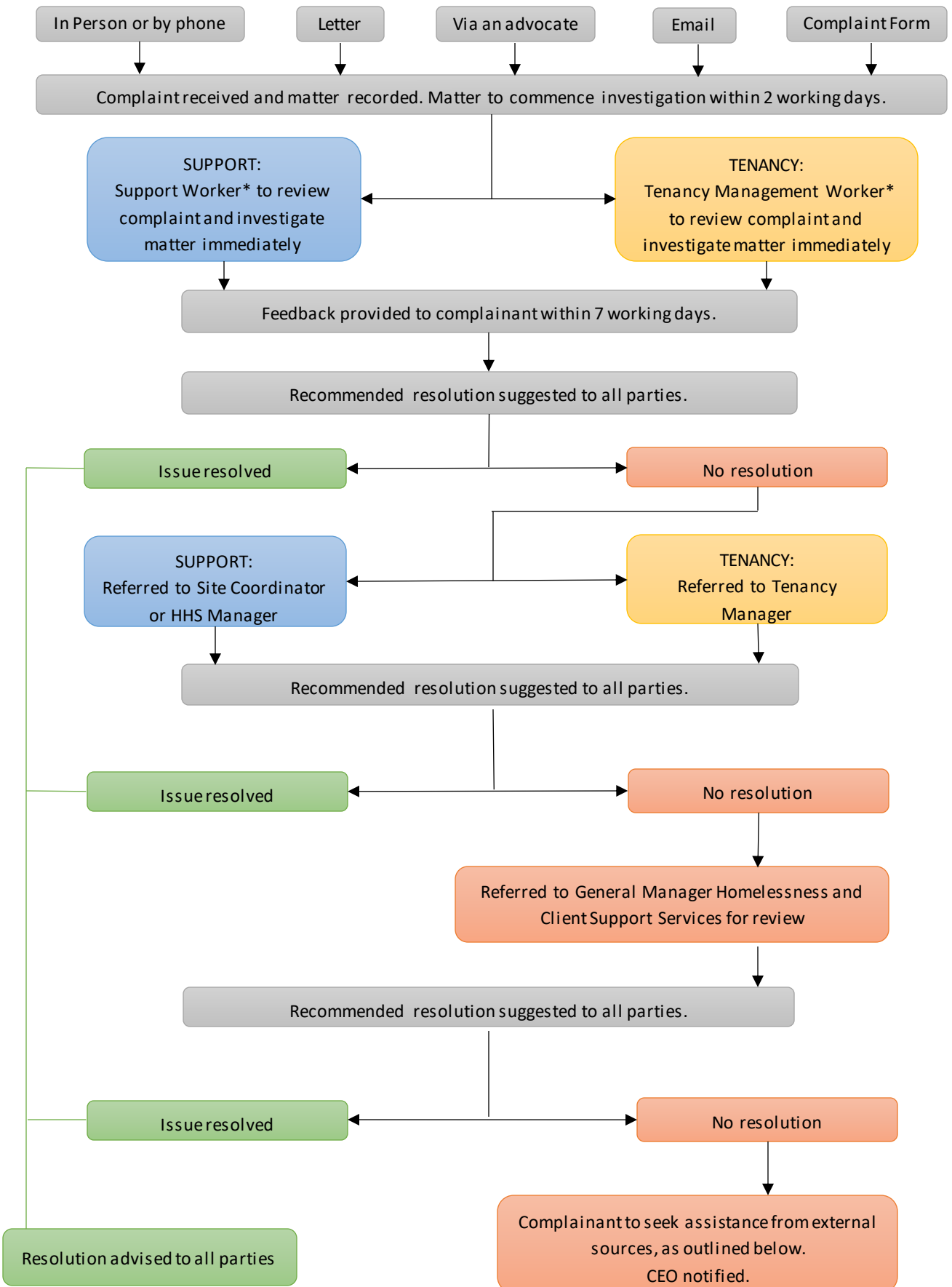


COMPLAINTS SYSTEM FLOWCHART

WINTRINGHAM HOUSING RESIDENTS



COMPLAINTS SYSTEM FLOWCHART WINTRINGHAM HOUSING RESIDENTS

**If the complaint relates to the Housing Support Worker or Tenancy Management Worker, the matter will automatically be escalated to the next relevant line manager.*

Refer to Complaints Policy (L_M 3.20) for further information.

The complainant has the right to seek support and assistance from external sources.

Victoria

Tenants Union of Victoria	03 9416 2577
Housing Registrar	03 9651 1402
Consumer Affairs Victoria	1300 558 181
Office of Public Advocate (OPA)	1300 309 337
Homelessness Advocacy Service (HAS)	1800 066 256
Justice Connect (Homeless Law)	1800 066 256
Leadership Plus (Disability)	03 9489 2999

Tasmania

Consumer, Business and Occupational Services	1300 654 499
Tenants Union of Tasmania	1300 652 641
Advocacy Tasmania	1300 368 821
Ombudsman Tasmania	1800 001 170

External avenues for complaints include:

NDIS Quality and Safeguards Commission	1800 035 544
Office of Australia Information Commission (Privacy)	1300 363 992
Health Complaints Commissioner	1300 582 113
Victorian Equal Opportunity and Human Rights Commission	1300 292 153