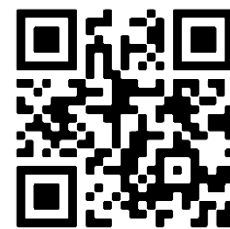


FACTSHEET

Complaints



Make a Complaint

We listen, we take action

At Venture, we appreciate the efforts our customers go-to to 'have their say' and we delight in being able to demonstrate our responsiveness to the customer voice. The feedback we receive from customers and stakeholders is used to inform future strategies and service improvements.

Complaints

Venture is committed to providing quality housing services including those services delivered by our contractors, if you have a question or concern about the quality of our service, please let us know so we can continue to make valuable improvements.

- ✓ We encourage you to give us the opportunity to resolve your problem first off by talking to our staff by phone or in person at one of our offices.
- ✓ If you are still unsatisfied with the outcome, please lodge a complaint

What is a complaint?

A complaint is when a tenant or applicant is dissatisfied with the service provided by Venture Housing.

- ✓ Neighbour issues such as nuisance and annoyance where you have reported to Venture Housing about a neighbour causing nuisance and annoyance and you are dissatisfied with our response
- ✓ You believe a staff member has been unprofessional or rude either at our office or at your home
- ✓ You think Venture Housing has done something wrong
- ✓ You are not satisfied with one of Venture's policies
- ✓ You feel Venture Housing has treated you unfairly
- ✓ You have requested a repair and it was not completed in the agreed time

How to lodge a complaint about our service:

If you would like to make a complaint you can:

- ✓ scan the **QR Code** at the top of this Factsheet to access our online form
- ✓ Email feedback@venturehousing.org.au
- ✓ Phone 08 8981 9804 during office hours.
- ✓ Visit our website for more information at <https://venturehousing.org.au/contact-us>

Response and investigation

Response: You will receive an acknowledgement from Venture Housing within two business days of Venture receiving your complaint.

Investigation: Your complaint will be investigated by a senior staff member who will be in contact with you. Please refer to our [Complaints Policy](#) for more information.

Our commitment

Venture Housing is committed to handling complaints fairly. All complaints are confidential and will not affect your housing. If you are not happy with the way your complaint was dealt with through the complaint handling process, you may appeal the decision. Please refer to our **Appeals Factsheet**.

Support with a complaint:

Darwin Community Legal Services operate the Tenants' Advice Service NT wide. You can contact them on freecall 1800 812 953 for free advice or to make appointment with one of their tenancy lawyers.

A complaint can be made to the **NDIS Commission** by:

- ✓ Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- ✓ [National Relay Service](#) and ask for 1800 035 544.
- ✓ Completing a [complaint contact form](#).