

Complaints Factsheet and Form

All tenants and applicants have a right to appeal decisions made by MFYH or lodge a complaint about our products or service. An appellant or complainant will not in any way be disadvantaged or discriminated against for doing so. MFYH welcomes feedback, appeals and complaints as this helps us to improve our services to applicants and tenants.

Your rights

- You can seek assistance to make your complaint (from your support service, our staff, or another external advocate or support person).
- You can remain anonymous. Your privacy and confidentiality will always be respected; only those directly involved with the process will be told details.
- You can request assistance from an interpreter (we can help you with this).
- You can expect the handling of your complaint to be conducted in a professional, efficient and fair manner.

Ways to lodge a complaint

A complaint may be lodged by the complainant, their representative or advocate, by telephone, email, letter, via our [website](#), through a tenant satisfaction survey or verbally during a home visit.

We have attached a form to the back of this factsheet to guide you, and you can complete and post this to:

- **Lodging a Complaint**
My Foundations Youth Housing
PO Box 114
STANHOPE GARDENS NSW 2768

Or by emailing youthhousing@mfyh.org.au or you can contact our office on **02 8306 7905** to discuss.

How MFYH handle complaints

MFYH handle complaints via a two level process and will firstly acknowledge your complaint between **3-7days**:

- **Informal Complaint:** wherever possible, complaints are best resolved informally by the people involved in the first instance, our staff are required to manage these sensitively and promptly.
- **Formal Complaint – STEP:** if an informal complaint is not resolved or the complaint is lodged by a more formal means (addressed to the CEO) the CEO will consider and determine the appropriate review and investigative actions (within 21 days)

Dissatisfied with outcome?

If you are not satisfied with your complaint outcome or if you would prefer to lodge your complaint directly with the board of MFYH, you can attention your complaint:

- Private and Confidential, Chairperson, MFYH Management Committee, PO Box 114, STANHOPE GARDENS, NSW, 2768

If you don't feel comfortable speaking or writing to us again about your complaint, you can contact The NSW Registrar of Community Housing who are responsible for investigating complaints made against community housing providers. You can lodge a complaint via these options

- POST: NSW Registrar of Community Housing, Locked Bay 4001 ASHFIELD BC 1800 or
- Online form at <https://www.form.nrsch.gov.au/> or contact RCH on **1800 330 940**.

MFYH Complaint Form

Date:

Your details (client lodging the complaint):	Full Name:	
	Contact Address:	
	Contact Phone Number:	
	Email:	
	Do you require an interpreter: Yes / No	If yes, please advise the language required:
	Are you a MFYH tenant: Yes / No	Do you wish your name to be used in the investigation: Yes / No
Details of the Complaint (attach any relevant documentation to support your complaint):	Does your complaint relate to a specific incident: Yes/No If applicable, what was the date/time of the incident: / / Time:	
Steps taken to try to resolve the complaint:		
What would you like to see as the resolution?		

We suggest you keep a copy of this complaint for your records as well as any additional information you provide. We will advise you in writing of the outcome of your complaint within 21 days.

Our Complaints and Appeal Policy is available on our website <https://mfyh.org.au/tenants/> or you can request a copy by contacting our office on **02 8306 7905**. By signing below, you are also agreeing that we may need to access and use your personal information as provided in order to investigate the matter raised (make sure you indicate above whether you want your name to be disclosed).

Name (please print):	
Signature:	Date: