

## Centacare Evolve Housing Fact Sheet

# Letting Us Know What You Think

At Centacare Evolve Housing, we work hard to provide housing support to people in need. We want to offer you good services and we want to know what you think. You might want to tell us if you are happy with our work, or if you have a complaint.

### **How to tell us what you think**

People can provide feedback in person at reception, by phone, website, mail, email or to a Centacare Evolve Housing employee. Where possible, feedback in writing helps us ensure we have clear information that we can consider and respond to appropriately. You can find our contact details on our website. Our website also includes information about our feedback policy and process.

### **What if you're unhappy with a decision we have made?**

There may be times when you want to appeal a decision that was made in relation to your feedback. Appeals can be lodged in line with our Complaints and Appeals Procedure that is available on our website.

When you contact us please provide:

- your name
- your address
- your phone number
- a clear description of the problem
- what you would like to happen

### **What if you're unhappy about one of our staff?**

If you are not happy with the service you have received from one of our staff, please let them know respectfully. If that does not help, you can make a complaint as outlined above.

### **More information**

Other fact sheets that might be useful:

- Applying for a home
- Who can use social housing?