

Uniting Housing Incidents and complaints

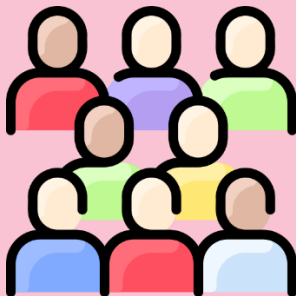
Easy Read

Easy Read



This is an easy-to-read version about what we do when things go wrong.

We have written some words in bold. We explain what these words mean in our word list at the end.



When you see the words 'we' or 'us', it means Uniting.

| | | |
|--|---|---------------------------|
| Document Name: <i>Uniting Housing – Incident Complaint Easy Read Guide</i> | Policy Area: <i>Quality, Risk & Compliance</i> | |
| Document Number: <i>UD-UH-006</i> | Classification: <i>External</i> | |
| Version Number: <i>1.0</i> | Document Owner: <i>Senior Manager, Tenancy Services</i> | |
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You can ask for help to read this **policy**.

A friend, family member or support person can help you.



We work hard to:

- make sure you are safe
- **prevent incidents** and accidents
- fix things when they don't work or when things go wrong.



Tell us as soon as possible if:

- you do not feel safe in the home
- something is broken or doesn't work
- something has gone wrong
- you are not happy with our service

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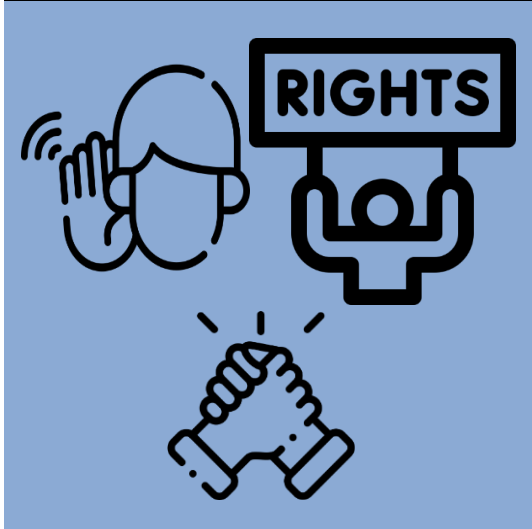


You can tell us by:

- Talking to a Uniting worker
- Calling (03) 9192 8100
- Sending an email to consumerfeedback@vt.uniting.org
- Going to the Uniting website: <https://www.unitingvictas.org.au/feedback/>
- Writing to:
Feedback and Complaints, Level 4,
130 Lonsdale Street, Melbourne
VIC 3000

You can also contact:

- [Consumer Affairs Victoria](#) (CAV) in Victoria
- [Consumer, Building and Occupational Services](#) in Tasmania



We will:

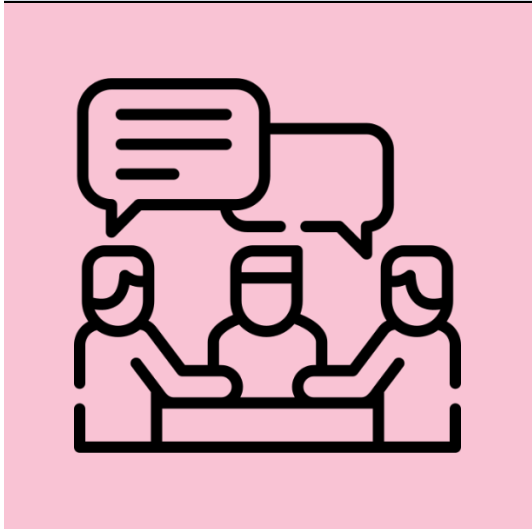
- listen to you
- tell you about your rights
- offer you support

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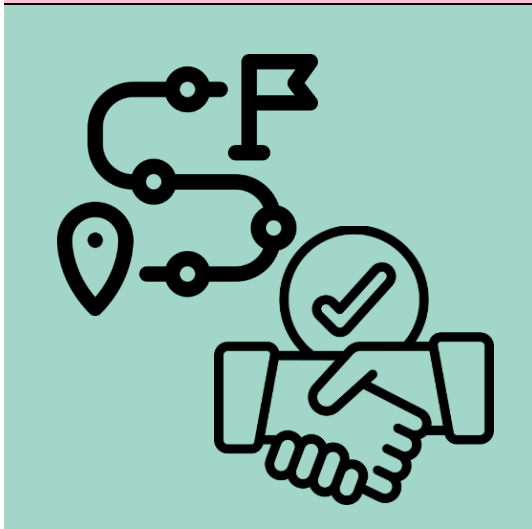
We deal with an **incident** or **complaint** quickly.

We are fair, and we treat everyone the same.



We will:

- look into all the details of the incident or complaint
- tell you what is happening.



We will make sure the **resolution**:

- is fair
- suits the size of the incident or complaint, or how bad it was

If we need to, we will do more to make sure everyone feels:

- good about the resolution
- supported.

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Word list



Complaint

A complaint is when you tell us you are not happy with something that we've done. It can also be about your Uniting Housing home.

We do different things depending on what your complaint is about.



Policy

A policy tells us how to do things. Policies are where rules come from.

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Incident

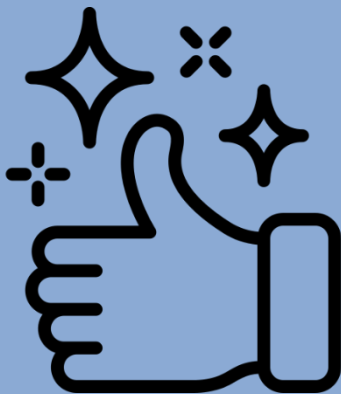
An incident is when:

- something bad happens
- someone gets badly hurt.



Prevent

If you prevent something, you stop it from happening.



Resolution

A resolution is what we do to make things right again after an incident or complaint.

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