echorealty | Leaders in affordable housing

Complaints
Tenancy information



At EchoRealty we believe complaints and feedback help improve the way we deliver our services.





Complaints Management Process

Complaints are made when you are not satisfied with the standard or type of service provided by EchoRealty.

This may include, for example, situations where you believe we have taken too long to act or are unhappy with the quality of services provided.

We aim to resolve complaints as quickly as possible. In many cases, complaints can be resolved by speaking directly with your Housing Manager or another staff member. However, you can choose to make a formal complaint if this is not successful or you do not feel comfortable doing so.

If you remain dissatisfied with the resolution proposed, you can submit a formal complaint to the Complaints Officer using one of the channels detailed herein.

What is not a Complaint

- Decisions covered by EchoRealty's Appeals Policy;
- Complaints relating to neighbour disputes;
- Matters which have already been escalated to another forum such as a court or NCAT; and
- Standard service enquiries or requests;
- Issues that fall outside the jurisdiction of EchoRealty such as matters for other agencies including Centrelink, Child Protection Agency, and NSW Police.

What happens?



STEP 1

RAISE YOUR CONCERN WITH FRONTLINE STAFF

You are encouraged to raise your concern with your property manager, contact officer or another staff member in the first instance (Frontline Staff).

You may also ask to speak to a Team Leader, if you remain unsatisfied (or are uncomfortable raising your concerns directly with your Housing Manager or other staff member).



STEP 2

LODGE A FORMAL COMPLAINT

If you are dissatisfied with the resolution proposed by EchoRealty frontline staff you can submit a complaint by:

Letter (via post to):
9-13 Argyle Street,
Parramatta NSW 2150

Email:
ihear.echorealty@evolvehousing.com.au

Telephone:
NSW: 1800 693 865
VIC: 1800 324 684

In Person:
To an EchoRealty employee

A complaint may also be submitted by a third party on your behalf, with your consent.



STEP 3

ACKNOWLEDGEMENT AND ASSIGNMENT

A Complaints Officer will acknowledge receipt of your complaint within 2 business days* of receipt.

Your complaint will be assigned by the Complaints Officer to a Team Leader or Manager for investigation.



STEP 4

RECEIPT OF FORMAL RESPONSE

You will receive a written response from the Complaints Officer outlining the outcome of your complaint and any actions taken by EchoRealty within 20 business days.



STEP 5

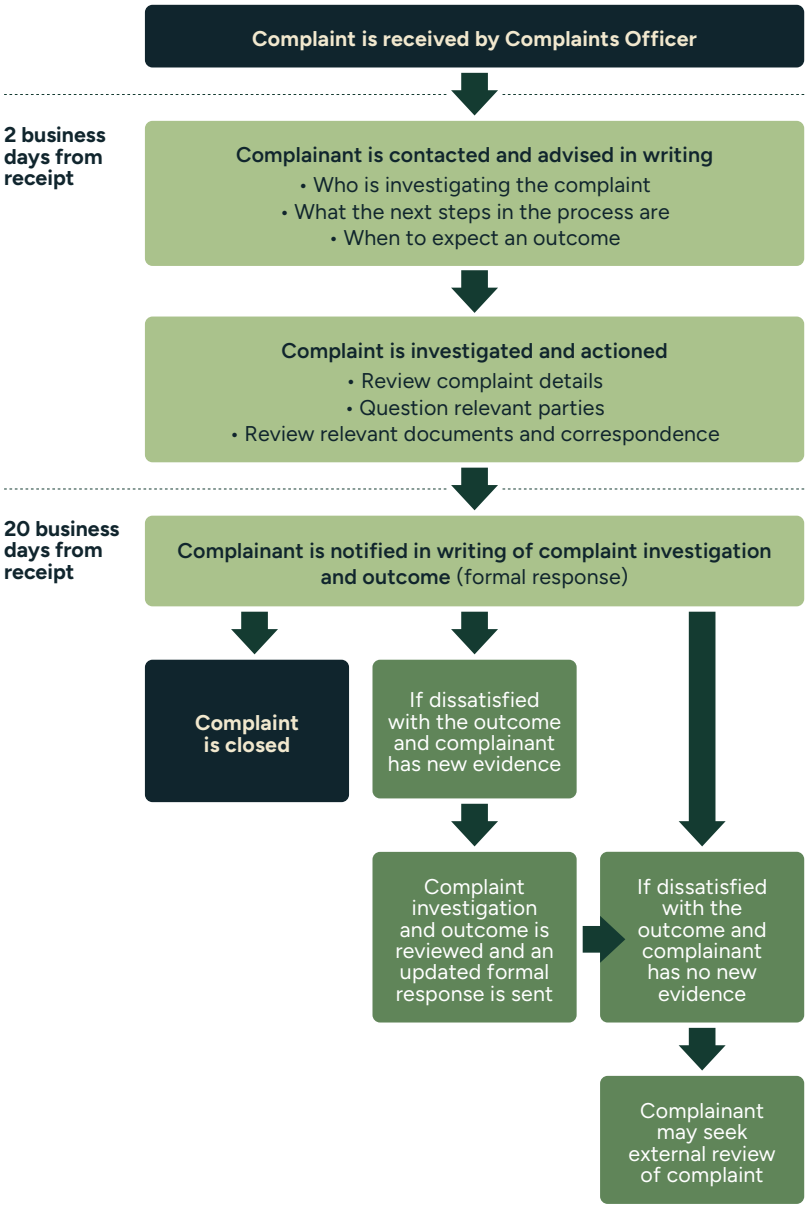
IF YOU ARE DISSATISFIED

If you are not satisfied with the outcome, and you have additional information or evidence, you may request a review of your complaint.

If you are dissatisfied but are unable to provide any new or additional evidence, you may wish to seek an external review of the complaint, with external bodies that you may wish to consider within the EchoRealty Complaints Management Policy.

* Business day means a day that EchoRealty is open for business.

Formal Complaints Management Stages



Important information

At EchoRealty we believe that complaints and feedback help EchoRealty continue to learn and improve the way we deliver our services.



The following is important to remember about our complaints systems:

EchoRealty will acknowledge your formal complaint within two business days of receiving it.

You will receive a response within 20 business days of your complaint being lodged. You have the right to use an advocate or friends to assist you through the process.

- You will be treated fairly and with respect during the process.
- The Complaints Officer will undertake their assessment on an arms length basis, ensuring that the process is objective and evidence based.
- The service you receive from us in the future will not suffer as a result of your complaint.
- We will keep a record of all the steps of your complaint and what happened at each stage.



Advocacy Organisations

TENANTS ADVICE
& ADVOCACY SERVICE:

Tenants Advice Line (free):
1800 251 101

General enquiries:
(02) 8117 3700
www.tenants.org.au

Aboriginal Tenancy Advice:
www.nswats.com.au

GET IN TOUCH:

9-13 Argyle Street,
Parramatta NSW 2150

Office hours:
Monday to Friday 9am-5pm

Phone:
NSW: 1800 693 246
VIC: 1800 324 684

Email:
info@echorealty.com.au

For more info visit
echorealty.com.au

echorealty

Contact us
NSW: 1800 693 865
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