



Service Charter

2019

FOCUS HOUSING SERVICE CHARTER

Our charter and our staff are committed to providing clients with a high quality and prompt service.

Our Charter provides an overview of the standard of service you can expect from us, how you can help us to deliver the best service to you, and what you can do if our services do not meet your expectations. We will achieve this by providing access to consistent, accurate and relevant services and information.

Customer service standards

Our staff will identify themselves listen carefully to what you have to say be helpful, polite and courteous follow through on commitments they make value and encourage your feedback.

Our information will be easy to access accurate and consistent relevant and practical.

Our actions will be fair and impartial and ensure all clients are treated equally be completed within a specified timeframe take your individual needs into consideration.

Our commitment

We will:

- answer phone calls promptly and respond to messages by the end of the next working day
- respond to verbal queries within five (5) working days respond to written queries within ten (10) working days
- respond to complaints within ten (14) working days
- we will update you on the progress of your query or complaint where it is possible under the Information Privacy Act 2014 (ACT) if a delay is likely
- we will acknowledge and rectify when an error has occurred

How to lodge a feedback, complaint, compliment or suggestion:

We encourage you to help us improve our services by contacting us to:

- offer suggestions on what we might do differently
- compliment us on the service we do well
- send a complaint and tell us what we can do better

What is a... <i>suggestion</i>?	An idea or proposal that you believe will help our products or services.
What is a... <i>compliment</i>?	An expression of approval or praise about our products or services.
What is a... <i>complaint</i>?	An expression of dissatisfaction about our services, or the complaints handling process itself, where you expect a response or resolution.
What is a... <i>feedback</i>?	Is used to refer to an opinion, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint handling where a response is not explicitly or implicitly expected or legally required

When you lodge a complaint

To help us assist you we ask that you:

- tell us about your concerns as soon as possible
- try to resolve the issue before lodging a complaint by contacting the staff member you initially dealt with, clearly state your complaint and provide all relevant information
- treat our staff with respect and courtesy

Contact us:

For all suggestions, compliments or complaints please contact:

- Phone: (02) 6282 9422
- Facsimile: (02) 6282 9433 Email: housing@focusact.org
- Focus Housing c/ Focus ACT, PO Box 135, Deakin West ACT
2600 In Person: Stephen House, 32 Thesiger Court, Deakin ACT.
- Or you can lodge a complaint online at <https://focusact.org/>
(Provide feedback or a complaint Page)

When we receive your complaint, we will:

- keep your concerns confidential and discuss them only with the people who need to be involved
- acknowledge that we have received your complaint
- examine your complaint impartially
- inform you and the relevant staff of what we found (where Privacy Laws permit)
- tell you about any action we have taken (where Privacy Laws permit)
- use your complaint to help improve our products or services

Relevant Legislation:

Information Privacy Act 2014 (ACT)

Health Records (Privacy and Access) Act 1997 (ACT)

