



CUSTOMER SERVICE CHARTER

At Southern Cross Housing (SCH), we recognise the inherent dignity of every person and the importance of demonstrating this in all that we do and say.

We are committed to providing high quality housing, excellence in tenancy management and access to support for those who need it and do so by:

- Giving you courteous, respectful and efficient customer service.
- Acting with honesty and integrity.
- Listening carefully to help you in the best way we can.
- Ensuring individual's rights will not be discriminated against on the grounds of ethnicity, gender, marital status, ability, religion or sexual preference.
- Ensuring full compliance with privacy legislation and carefully managing your personal information.
- Ensuring equitable access to all eligible people seeking social and affordable housing.
- Providing secure, affordable, appropriate and safe housing to tenants.
- Conducting regular review of policies and procedures, organisational structure and management information systems to ensure a high quality of service provision.
- Ensuring we provide easy-to-understand information that can be understood by applicants and tenants.
- Keeping you informed of any changes to our policies or procedures that may affect you.
- Responding to your requests of feedback within the timelines included in our policies.
- Communicating all our decisions to you in writing, unless you have asked us to communicate with you in another way.

WE WELCOME FEEDBACK ON OUR PERFORMANCE

SCH welcome feedback about your customer service experience. We take any complaint seriously and are committed to continually improve our services.

For any feedback about our service or to make a suggestion, please contact us.

E feedback@scch.org.au

P 1300 757 885

W www.scch.org.au



**Southern Cross
Housing**