

Feedback Form

We welcome your feedback

At Nesti Housing, your feedback is important as it helps us to know what we are doing well, and what we need to improve.

Tenants of Nesti Housing have the right to give us feedback, express their concerns, and lodge a complaint. These guidelines explain how you can do that.

You can choose from one of the following options to provide your feedback, concern or complaint:

- Tell one of our employees
- Visit us at our Head Office, 2/59 Albany Hwy, Victoria Park WA 6100
- Call us on (08) 6325 7700
- Email hello@nesti.org.au
- Complete our online or hard copy form

We are committed to listening to you and addressing your feedback or concerns as soon as possible.

Please contact your Property Officer or their managers in the first instance if they can address your concerns. If you believe your concerns cannot be addressed at this level, please use the options above to contact a Senior Manager of Nesti Housing.

Complaints

We are committed to handling complaints effectively as we believe it is fundamental to the provision of quality service.

You can express your dissatisfaction with our services, the behaviour of any of our employees, including the Managing Director and Board Directors, or the complaints handling process itself by using one of the options available.

What happens after you make a complaint?

- Your complaint will be acknowledged, assessed and resolved in a fair, efficient and timely manner.
- We will inform you about how the complaint will be resolved and the expected timeframe.
- We might ask you for more information to better understand the issues and concerns.
- We will ask for your permission to speak with our customers if you are making a complaint on their behalf.
- We will explain to you and/or the person affected about the outcomes of your complaint.
- We will take the necessary actions to address the issues and concerns raised.
- At your request, we will provide you with an update on the progress of actions and outcome

What happens if we do not resolve the complaint to your satisfaction and/or if you disagree with the way we handle your complaint?

- You can ask for the decision to be reviewed.
- You can contact us if you are not happy about how your complaint was managed.
- You can seek the support of a government department or advocacy organisation.
- If you wish, we can help you to contact them or you can find their contact details on our website.



Feedback Form



Please use the form below to submit feedback or lodge a complaint. It is important that you provide your details so we can contact you.

If you wish to make a confidential or anonymous complaint, please call us on 6325 7700. You will be redirected to the appropriate person and will not be asked for your personal details.

First name:

Phone:

Date:

Email:

Name of Manager:

Date form completed:

Your relationship with Nesti Housing

Tenant

Employee

Family member

General public

Other, please specify:

Preferred contact method:

Email

Phone

Select feedback type:

Complaint

Concern

Other

General Feedback
eg. suggestions and compliments

How do you wish to provide:

Anonymously

Behalf of someone

Email

Personally

Select feedback category:

Abuse and neglect

Bullying and harassment

Communication

Duty of Care

Employee behaviours / attitude

Employee skills / knowledge

Personal health/safety/well-being

Policies and procedures

Restricted practice

Rights of the individual

Service management

Service provision quality

Vehicle driving incident

Vehicle driving incident

Other

Other, please specify:

Who is the feedback about?

Tenant Employee Family member Executive/CEO Management

Other, please specify:

Details of your feedback, concern or complaint:

Do you require any additional support with communication?

Yes No

If yes, please specify:

What outcome do you wish to achieve?

Apology Conciliation Disciplinary action Explanation

Other, please specify:

Thank you for your feedback.

Please send your completed feedback form to:
Nesti Housing, 2/59 Albany Hwy, Victoria Park WA 6100.

External support

If the matter has not been resolved to your satisfaction, you may wish to contact one of the following organisations. We can help you to contact them if you wish.

Citizen Advocacy
P (08) 9445 9991
capw.org.au

Mental Health Advocacy Service
P (08) 6234 6300
mhas.wa.gov.au

Mental Health Law Centre
P (08) 9328 8012
mhlcwa.org.au

NDIA Internal Review
P 1800 800 110
E enquiries@ndis.gov.au

Ombudsman WA
P 1800 117 000
ombudsman.gov.au

Disabilities (WA)
P (08) 9420 7279
pwdwa.org

NDIS Quality & Safeguarding Commission
P 1800 035 544
ndiscommission.gov.au

Health and Disability Services Complaints Office (HaDSCO)
P (08) 6551 7600
E enquiries@hadsco.wa.gov.au
hadsco.wa.gov.au



For more information, contact the team at Nesti Housing or visit our website for details.

Nesti Housing
T 08 6325 7700
E hello@nesti.org.au

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Western Australia 6100
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