

WHEN YOU'RE NOT HAPPY WITH A DECISION OR COMPLAINT OUTCOME

Complete this form to lodge an appeal against a decision made by Believe Housing Australia, or to explain why you're not happy with the outcome of a complaint. You (the complainant) must submit this form within thirty (30) business days of receiving the original decision. An extension to the timeframe to lodge an appeal can be requested and will be considered on a case-by-case basis, depending on the circumstances of the case, each case being reviewed on its own merit.

Complainant(s) requiring support to write their appeal should seek assistance. This may be from a Believe Housing Australia employee involved with your service or an independent advocate.

Name	
Contact Details	
Date of appeal lodgement	
Date of original decision outcome	
Service that the complaint relates to	
Name of staff member that provided decision or outcome	
Please outline your reasons for thinking the decision is wrong or you are unhappy with the outcome of your complaint.	

What would you want to be an alternative outcome? Please state.

Once completed please email to support@believehousing.org.au or the service/staff member who has been dealing with your complaint.