



HORIZON
HOUSING REALTY

Guide to How We Deal with Feedback

Feedback is an important source of information to Horizon Housing Realty (HHR). An effective means of receiving compliments and resolving complaints is important to us to maintain confidence in HHR's services.

HHR operates an efficient, fair and effective complaint feedback system to deal with complaints or disputes genuinely, fairly and consistently. We will attempt to resolve complaints as quickly as possible.

If you have any feedback about any aspect of the service of HHR you should contact the HHR Client Relations Officer:

Post: Client Relations Officer
Horizon Housing Realty
PO Box 4222, Robina TC
QLD 4230

Email: feedback@horizonhrl.com.au

Telephone: 1300 974 618

The feedback should document your name and contact details and as much detail about the issue as possible to enable HHR to deal with the feedback.

We will acknowledge receipt of your feedback and, if required, investigate and attempt to resolve any complaint in a timely fashion. Where possible, HHR will aim to provide a written response to all complaints within ten (10) business days. Our response will inform you of the view that has been reached, setting out clear and concise reasons for our decision and will adequately address the issues that were raised in the complaint.

If we identify that resolution is not possible within ten (10) business days, HHR will acknowledge your

complaint within five (5) business days and provide you with an estimated time for resolution.

If we are unable to resolve your complaint within ten (10) business days, we will contact you to provide an update on the progress of the complaint and provide an estimate of when your complaint may be resolved.

Internal Dispute Resolution

If an issue has not been resolved to your satisfaction, you can give HHR a Dispute Notice stating:

- What is in dispute;
- Why you do not agree with the initial HHR resolution; and
- Your opinion as to what should be done to rectify the dispute.

HHR will respond in writing within five (5) business days of receiving the Dispute Notice.

External Dispute Resolution

If the dispute is not resolved to your satisfaction, you may submit your dispute to the relevant state or territory residential tenancy dispute resolution service or relevant state or territory office of Consumer Affairs or Fair Trading or Consumer Protection.

The relevant dispute resolution service may try to resolve the dispute by:

- negotiation;
- a conciliation conference; or
- providing a view on the merits of the dispute.

HHR will work with any external resolution service in an attempt to resolve the dispute to both parties satisfaction.