

Fact Sheet: Complaints

We want to do more of what works and less of what doesn't. We want you to feel safe and happy with the services you receive from Enliven.

How do I make a complaint?

Informal Complaints

- If you are unhappy about Enliven Housing's services, let us know. You can call us on 1300 ENLIVEN or 1300 365 483 or email: hello@enlivenhousing.com.au
- We should be able to resolve the matter with you, quickly and effectively. This is always our preferred option.

Formal Complaints

- If, after you have discussed your concerns with Enliven, you remain unhappy, you can lodge a formal complaint with Enliven Housing's Operations and Compliance Manager: by calling 0449 804 798 or emailing: janet@enlivenhousing.com.au

What happens next?

- Your complaint will be logged by our Operations and Compliance Manager.
- You will receive an acknowledgement within three working days
- You may be contacted for further information.
- You will receive a response from us that will explain the decision-making process and policies and procedures that were considered within 14 working days. Sometimes actions if tradespeople are required may take a little longer.

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What happens if I am still not happy?

- You can submit an appeal by email to our CEO Faye Minty at faye@enlivenhousing.com.au
- Enliven Housing will arrange an internal review panel.
- You will receive a response from us within 3 working days.
- If you are not happy with the internal review outcome, you can contact the relevant Civil and Administrative Tribunal in your state or territory (Enliven Housing can assist you to do this).

NDIS Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission is an independent government body that works to improve the quality and safety of NDIS services and supports. The following link will take you to information on how you can make a complaint to the Commission. [Making a complaint | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/ndis-quality-and-safeguards-commission)

There is an easy read version too.

<https://www.ndiscommission.gov.au/resources/language-and-formats/easy-read-information#paragraph-id-1458>

Factsheet: How to make a complaint | NDIS Quality & Safeguards Commission [ndiscommission.gov.au](https://www.ndiscommission.gov.au) or call 1800 035 544.