

INTERNAL DISPUTE RESOLUTION (IDR)

TENANTS



SUMMARY FACT SHEET

We are committed to treating our tenants with respect and ensuring that the rights afforded to them in their lease agreement are protected. Should a tenant have any concerns or complaints at any time, we endeavour to address these as quickly, fairly and efficiently as possible.

Tenants should first attempt to resolve any issues with their property manager. Should a tenant not be satisfied with the remedy reached, they are welcome to lodge a complaint to our Internal Dispute Resolution process.

Receiving Complaints

Our tenant's internal dispute resolution scheme is open to any tenant past or present. All complainants will be treated with respect, courtesy and confidentiality where appropriate.

Lodging Complaints

Complaints can be lodged by contacting the Complaints Officer by:

a) **Email**

housing@nationalhousinggroup.com.au

Attention: Complaints Officer

b) **In writing**

National Housing Group

Complaints Officer

Suite 303, 12 Century Circuit

Norwest NSW 2153

Investigating Complaints

The Complaints Officer will review the complaint carefully and promptly, taking such steps and reviewing such documents as a reasonable person would do.

The Complaints Officer will provide a written 'final response' to the complainant within 30 days which states:

- the final outcome of the dispute at IDR
- If the Complaints Officer is unable to give a final response within the specified period, the Complaints Officer will, before the end of the period, inform the complainant of the reasons for the delay



National Housing Group
Level 3, Suite 303
12 Century Circuit
Norwest
NSW 2153
Australia



02 9091 0160



info@nationalhousinggroup.com.au



www.nationalhousinggroup.com.au

