




COMPLAINTS INFORMATION



At Ability Housing we want to make sure that your home is safe and you have what you need. We also want to make sure we are supporting you in the way you expect. At times there may be things we do that you don't like. We want you to tell us about them.

There might also be issues with other people that come into your home. We want you to know that we want to hear about that too.

If you want to tell us about a problem, you can do it in many ways

If you are not happy	
You can let us know	
You can fill in our form	

And send it in an email	 hello@abilityhousing.com.au
Or in the post	 Manager- Ability Housing PO Box 538 Cottesloe WA 6011
You might have someone that can tell is for you	
Or you can give us a call	08 9384 5221 Or 0409145060
The person who will look at your complaint is	 Astrid Timmers
If you don't hear from us let someone know so they can help	
There are other people who you can call if you don't want to talk to us	

The people who support you in your home	Placeholder for logo of provider
Your family or friends	
The Quality Safeguard Commission	 NDIS Quality and Safeguards Commission