



## DISPUTE RESOLUTION PROCESS

If you wish to make a complaint regarding any service provided by Affordable Housing Consulting (AHC), where suitable please raise the matter with the staff member you have been dealing with directly; alternatively ask to speak with a manager. You may wish to contact AHC via the following channels:

- Telephone: 08 8232 1365
- Mail: 43 Sturt Street ADELAIDE SA 5000
- Email: [compliance@nras.com.au](mailto:compliance@nras.com.au)

### What to Provide to Us

We may ask that any verbal correspondence be put in writing where appropriate – to facilitate a prompt response and resolution please ensure you include the following information:

- Your name and contact details;
- Address/allocation no. of any NRAS dwelling involved;
- The name of any AHC staff member(s) you have been dealing with;
- The nature of the complaint;
- Any steps you have already taken to resolve the complaint;
- Records of prior conversations/correspondence with AHC; and
- Any further documentation which supports your complaint