

## **MWOD and MWD (U) Choice Accommodation**

### **Complaint resolution process**

DHA's complaints resolution process is designed to ensure that matters are dealt with in a fair and timely manner.

#### **If you have a concern or complaint in relation to any aspect of our service:**

- 1.** Your local Housing Management Centre (HMC) should always be your first point of contact as our staff will generally be able to address your concern at a local level. Our staff will respond to your needs and seek to resolve any issue or complaint you might raise.
- 2.** If you are not satisfied with the way your issue or complaint has been handled, you may ask to have it escalated to the Customer Relations Officer (CRO) in your local HMC who coordinates the management of the complaint. On receipt of the complaint the CRO will refer the matter to the HMC Manager or their representative, who will review your case and where possible, propose a resolution.
- 3.** If your complaint is unable to be resolved by the HMC Manager, a formal meeting may be held between the HMC Manager, and other relevant stakeholders with the aim of jointly resolving the complaint.
- 4.** If you are not satisfied with the outcome proposed by your HMC Manager and wish to escalate your issue or complaint you should contact DHA's National Customer Relations team by phone, email or in writing as shown below.

**Phone:** DHA National Customer Service Line  
139 DHA (139 342)

**Email:** National Customer Relations  
[clientservices@dha.gov.au](mailto:clientservices@dha.gov.au)

**Write to:** National Customer Relations  
Defence Housing Australia  
26 Brisbane Avenue  
BARTON ACT 2600

