

## External Avenues of Client Complaints and Appeal

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Victoria

### **Tenants Union of Victoria**

Provides assistance to those making complaints about tenancy issues in private and public sectors. Can assist with Legal advice.

*Website:* [www.tuv.org.au](http://www.tuv.org.au)

*Rental support line:* 03 9416 2577

*Social housing renters:* 1800 068 860

### **Victorian Equal Opportunity and Human Rights Commission**

An independent statutory body accountable to Parliament and responsible for eliminating discrimination in Victoria. It offers information, education and consultancy services, conducts research and provides legal policy advice

*Website:* <https://www.humanrights.vic.gov.au/>

*Phone:* 1300 292 153

### **Council to Homeless Persons (Homelessness Advocacy Service)**

If you have a problem with a Government funded Homelessness support and accommodation service you can contact HAS who will inform you of your rights and how to make a complaint.

*Website:* <http://www.chp.org.au>

*Phone:* 03 8415 6200 or 1800 066 256

### **Ombudsman Victoria**

An independent office of the Victorian Parliament who investigate complaints about administrative actions taken by Victorian government departments, most statutory authorities and local government.

*Website:* [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

*Phone:* 1800 806 314

#### **Office of Victoria Information Commissioner (OVIC)**

The Privacy Commissioner deals with complaints specifically related to breaches of privacy.

*Website:* <https://ovic.vic.gov.au/>

*Phone:* 1300 006 842

*Email:* [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)

#### **Victorian Housing Registrar**

The Registrar of Housing Agencies, supported by the Office of the Housing Registrar, is responsible for regulatory oversight of the community housing sector in Victoria under the Housing Act 1983 (Vic).

*Website:* <https://www.vic.gov.au/housing-registrar>

*Phone:* 03 7005 8984

*Email:* [housingregistrar@dtf.vic.gov.au](mailto:housingregistrar@dtf.vic.gov.au)