

Complaints – external agencies

If you are not happy with the way we handle your complaint and want an independent review of any decisions made and support to do this, you can contact one of these organisations.

External Agency	What they do
NSW Ombudsman Phone: (02) 9286 1000 Toll Free: 1800 451 524 Website: www.ombo.nsw.gov.au	Deals with complaints about homelessness services run or funded by the NSW government.
NSW Housing Appeals Committee Free call: 1800 629 794 Phone: (02) 8741 2555 Website: www.nsw.gov.au/housing-appeals-committee	An independent agency that hears appeals from people unhappy with an internal appeals decision made by Homes NSW or a registered provider of community housing.
NSW Registrar of Community Housing Phone: 1800 330 940 Email: registrar@homes.nsw.gov.au Website: www.rch.nsw.gov.au	Deals with complaints about a community housing providers' complaints handling process.
NSW Civil and Administrative Appeals Tribunal (NCAT) Phone: 1300 006 228 Website: https://ncat.nsw.gov.au/	NCAT is the main forum for resolving residential tenancy disputes between landlords and tenants in NSW.
Legal Aid NCAT Housing Appeals Advice Hotline Phone: (02) 9219 5800	Gives tenants free legal advice if want to appeal a tenancy decision made by NCAT.
Tenants Advice and Advocacy Service Phone: (02) 8117 3700 Website: www.tenants.org.au	For assistance and advocacy to all tenants, particularly social housing tenants or the vulnerable.
Aboriginal Tenants Advice and Advocacy Service Phone: (02) 9833 3314 Website: www.aho.nsw.gov.au/tenants/ataas	Provides information, advice, advocacy and representation services for Aboriginal tenants in NSW.