

Make a complaint to the Department

The Department of Territory Families, Housing and Communities has an internal and external complaints and appeals mechanism designed to deal with your concerns.

We try to be fair and open in our decision making, but sometimes you may not agree with a decision we have made.

We want to hear from you if you have any concerns about decisions made so we can address them quickly. Your feedback will help us to improve our services.

How do I make a complaint?

Step One - Contact your local Housing office to discuss your complaint with them. Staff might be able to solve the problem immediately or explain why the decision was made.

Step Two - If you have not been able to reach a resolution with the local Housing office or if it is of a complex nature, your matter can be referred to the Complaints Unit for further investigation.

If you remain dissatisfied with the outcome of this investigation, you can then lodge an appeal.

You can get more information about the appeals process from a Housing office.

Interpreter services

If you have difficulty understanding or speaking English, an interpreter can be arranged to help you. There is no charge for this service.

Where can I find more information?

To find out more information contact the Complaints Unit:

Phone: 1300 301 167

Email: housing.complaints@nt.gov.au

To speak to us in languages other than English, call the telephone interpreting service on 131 450.

You can also contact your local Housing office or visit tfhc.nt.gov.au.

Alice Springs	(08) 8951 5344	Nhulunbuy	(08) 8987 0533
Arafura Region	(08) 8995 5122	Palmerston	(08) 8999 4767
Greater Darwin	(08) 8999 8814	Tennant Creek	(08) 8962 4497
Katherine	(08) 8973 8513		