

How to lodge an Appeal, make a Complaint, Suggestion or offer appreciation.

If you would like to contact Stellar Living Ltd there are several ways you can do that.



Phone **9452 9200** 8.30 to 4.30 Monday to Friday



Email using our website



In writing



Make an appointment to visit us in person

Stellar Living encourages applicants, tenants and stakeholders to voice their opinions about our service at any time. All submissions are considered confidential, and will be dealt with as a matter of priority.

Feedback is invaluable to us to help identify areas where we can improve our service delivery and better showcase our aim of excellent customer service.

If we did something well we would love to hear your feedback. This also enables us to acknowledge and appreciate our systems and committed staff members.

If we did something that you consider is wrong or has had a detrimental outcome we are keen to isolate these areas of concern so we can learn from our mistakes and improve going forward.

If you are unhappy with a decision we made you can appeal the decision in writing. Ask for a copy of our appeal policy.

Address: Office 1, 1 Hadlow Place in Thornlie (off Connemara Drive)

Send us a letter: PO Box 370 Thornlie WA 6988

Phone: (08) 9452 9200 **Email:** enquiries@stellarliving.com.au **Website:** www.stellarliving.com.au

