





## Other Avenues of Review and Appeal

### Victoria

#### Tenants Union of Victoria

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


 [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.



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

 Free call: 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.


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

 General: 03 8415 6200  
 HAS: 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.





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

 Free call: 1800 806 314



### **VIC Registrar of Housing**

This office has a legislative role in monitoring the existence of complaints policies and complaints registers within registered housing agencies. They also investigate complaints from tenants and prospective tenants where they have gone unresolved for a period of time by an agency.

 [Making a complaint about community housing](#) |  [housingregistrar@dtf.vic.gov.au](mailto:housingregistrar@dtf.vic.gov.au)  
 [Victorian Government \(www.vic.gov.au\)](http://www.vic.gov.au)  Phone: 03 7005 8984

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

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

 <https://ovic.vic.gov.au/>  [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)  
 Local call: 1300 006 84