

All feedback is welcome

Feedback is a way in which our tenants and Co-operatives can have a say in how we do business. The feedback we receive shapes our future service delivery.

CENSW adheres to its values of Inclusion, Connection, Integrity and Quality.

When responding to feedback we will:

- uphold confidentiality and act with professionalism
- treat our tenants fairly and with respect
- take a fresh look at each matter, reviewing all information available to determine if legislation and/or policy and procedure was fairly applied
- acknowledge receipt of a complaint or appeal within 3 days
- assign an impartial Manager who was not involved in the original decision or subject of the complaint, to investigate and formally respond.
- offer an interview if more information is required
- provide an outcome within 20 working days
- advise if there is a delay in the process or providing an outcome/or resolution
- respect our tenants' right to an advocate or support person

Appeals

Tenants can lodge an appeal if they are dissatisfied with a decision that CENSW has made.

First Tier Appeal

An appeal must be lodged within 3 months of the original decision.

An appeal can be lodged through:

- Email – feedback@commonequity.com.au
- Phone – 1800 066 834
- [CENSW Online Appeal Form](#)
- Downloading a soft copy of a Complaint Form from our website - www.commonequity.com.au

Second Tier Appeal

Tenants have the right to appeal to the Housing Appeal Committee (HAC).

HAC is an independent body that hears appeals from social housing applicants and

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tenants on a range of eligibility and tenancy related areas- for an extensive list see www.hac.nsw.gov.au.

This does not include tenancy matters that are under the umbrella of the NSW Civil & Administrative Tribunal (NCAT).

Complaints

Tenants can lodge a complaint if they are dissatisfied with a standard of service CENSW has provided.

A complaint can be lodged through:

- Email – feedback@commonequity.com.au
- Phone – 1800 066 834
- [CENSW Online Complaint Form](#)
- Downloading a soft copy of a Complaint Form from our website - www.commonequity.com.au

Lodging a complaint with CENSW does not preclude a tenant seeking support or accessing other avenues for complaint, this may include:

- Seeking support or advice from a Tenant Advice and Advocacy Service, or Community Legal Centre
- NSW Civil and Administrative Tribunal (NCAT) if it is believed that CENSW has not met their landlord responsibilities under the Residential Tenancy Agreement.
- Making a complaint to Registrar of Community Housing
- Seeking support from a local Member of Parliament

Compliments

Positive feedback helps CENSW understand what we do well and serves as an opportunity to recognize staff who are providing excellent customer service.

Providing feedback to Co-operatives

Co-operatives have their own Complaints and Appeals Policies. For more information please request a copy directly from the Co-operative.

If you would like advice on this, please contact our Complaints Officer at

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feedback@commonequity.com.au or on 02 9356 9224.

Alternatively, the Registrar of Co-operatives oversees the regulation of Co-operatives to ensure the processes within co-operatives are appropriate. They can be contacted on 1800 502 042 or www.fairtrading.nsw.gov.au

