

## 1.14 Feedback and Complaints Policy

### 1. Purpose

This policy explains Common Equity NSW's (CENSW's) approach to feedback and complaints received relating to CENSW operations, decision making and organisational approach.

CENSW commits to ensuring:

- 1.1. The response to feedback and complaints is underpinned by principles of effectiveness, accessibility, and fairness.
- 1.2. That feedback and complaints can be made without fear of disadvantage.
- 1.3. That feedback and complaints are welcomed and where possible, used to inform service delivery improvements.

### 2. Scope

This policy applies to anyone wishing to provide feedback or make a complaint including applicants, tenants, tenant members, co-operatives and stakeholders of CENSW.

### 3. Definitions

**Feedback** – when a person or organisation provides information about CENSW and/or our services, that can be used to inform process change, and/or improve the performance of the organisation.

**Complaint** – expression of dissatisfaction related to CENSW and/or our services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. Complaints do not include appeals, requests for information or maintenance requests.

**Customer** – an applicant, tenant, tenant member, co-operatives or stakeholders of CENSW.

**Housing co-operative** – the Board of a housing co-operative that manages housing on behalf of CENSW. The co-operative is the landlord and has the direct relationship with the tenant.

### 4. Responsibilities

#### Chief Executive Officer (CEO)

Providing resources

Oversight of policy

Creating an environment that encourages feedback and complaints

Creating a culture of service improvement

### **Manager**

Investigating and responding to escalated complaints

Implementation of policy and training

Implementation of service improvement strategies where appropriate

### **Employees**

Adhering to the policy

Documenting feedback and complaints in CENSW's electronic feedback management system.

Supporting ongoing service improvements by implementing suggested improvements, resolving issues, providing information or referring issues to other team members for assistance.

## **5. Providing feedback and complaints**

A customer can give feedback or make a complaint by:

- Email – direct to a CENSW staff member or to [feedback@commonequity.com.au](mailto:feedback@commonequity.com.au)
- Phone – 1800 066 834 or direct to a CENSW staff member
- [Website: CENSW Online Complaint Form](#)
- In person
- Letter – PO Box Q1323, Sydney NSW 1230
- Resident online portal

## **6. Feedback and complaint process**

When feedback or complaints are received, CENSW will:

- Acknowledge receipt of the feedback or complaint
- Where relevant, keep the customer regularly informed of the status of their feedback or complaint
- Where possible, resolve the complaint
- Advise the customer of the outcome of their feedback or complaint
- Consider whether the feedback or complaint can be used to make operational or other improvements to the organisation
- Document the process for internal record keeping

Customers may give feedback or make complaints anonymously.

Customers are encouraged to provide personal details when giving feedback or making a complaint to allow CENSW to respond to issues effectively.

CENSW will acknowledge feedback and complaints within 48 hours if not already addressed, and provide a response within 20 working days.

Feedback and complaints will be kept confidential unless the customer gives CENSW permission to disclose the matter or when we are required to disclose the information by law. Feedback will only be discussed with other staff members to resolve issues.

Substantiated complaints about our employees will be kept in an employee's personnel file and action will be taken under our relevant policies and procedures.

Feedback will be recorded in our electronic management system, enabling CENSW to monitor trends and to improve services or where required by contractual, legal or regulatory requirements.

## **7. Alternative avenues for support**

Support on specific issues can be found through various external agencies including:

Tenant Advice and Advocacy Services. A list of local Tenancy Advice and Advocacy Services can be found at [Tenants Advice & Advocacy Services | Tenants' Union](#)

Community Legal Centres via [www.clcnsw.org.au](http://www.clcnsw.org.au).

NSW Civil and Administrative Tribunal (NCAT) if it is believed that CENSW has breached the Residential Tenancy Agreement [NSW Civil and Administrative Tribunal](#) on 1300 006 228.

The Registrar of Community Housing, which can investigate complaints about CENSW performance against the National Regulatory Code [registrar@facs.nsw.gov.au](mailto:registrar@facs.nsw.gov.au) or on 1800 330 940

Local Members of Parliament. A list of local Members of Parliament can be found at [www.parliament.nsw.gov.au/members](http://www.parliament.nsw.gov.au/members)

NSW Ombudsman. The Ombudsman can handle inquiries and complaints about a range of human service agencies and can be contacted via [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au).

The Anti-Discrimination Board of NSW (ADB) can investigate complaints about the types of discrimination covered by the NSW Anti- Discrimination Act. The ABD can be contacted via [www.antidiscrimination.nsw.gov.au](http://www.antidiscrimination.nsw.gov.au)

## **8. External References**

NSW Ombudsman - [Better-Practice-Complaint-Handling-Guide-February-2023.pdf \(ombudsman.gov.au\)](#)

Community Services (Complaints, Reviews and Monitoring) Act 1993 - [Community Services \(Complaints, Reviews and Monitoring\) Act 1993 No 2 - NSW Legislation](#)

Disability Inclusion Act - [Disability Inclusion Act 2014 No 41 - NSW Legislation](#)

Anti-Discrimination Act - [Legislation | Australian Human Rights Commission](#)

<b>Name, Designation and Signature of Approver</b>	CENSW D&G Group
<b>Contact/Responsible Delegation</b>	CEO
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