

**PURPOSE:**

This policy covers the process of managing complaints and appeals made by tenants and applicants relating to decisions, policies or practices of the Landlord.

A Complaint and Appeals System is a mechanism that allows people to express dissatisfaction and get further explanation if they think they have been treated unfairly.

**1. SCOPE**

**1.1.** Applies to all staff

**1.2.** Applies to co-operatives

**1.3.** The policy **does not** cover complaints/appeals made by:

1.3.1. Tenants/members about another tenant/members (conflict resolution policy) or

1.3.2. Complaints/appeals regarding the Co-op or its members made by neighbours or other external sources. These are dealt with separately in the relevant management policy.

**2. EXCEPTIONS:**

NA

**3. DEFINITIONS**

**3.1. Landlord** -the person who grants the right to occupy residential premises under a residential tenancy agreement.

**3.2. Co-op** - governance structure where residents become 'members' of the co-operative, and play an active part in running the organisation.

**3.3. Tenant** -the person who has the right to occupy residential premises under a residential tenancy agreement.

**3.4. Complaint** – a complaint is defined as any expression of dissatisfaction made where the complainant is unhappy with the standard or type of service and requests a changed outcome.

**3.5. Appeal** – is an expression of disagreement with a particular decision that has been made and requests that the decision be re-considered either by the original decision maker and/or an independent body/person.

**4. RESPONSIBILITIES**

**4.1. Chief Executive Officer (CEO)**

4.1.1. Providing resources

4.1.2. Oversight of process etc

**4.2. Manager**

4.2.1. Staff competency

4.2.2. Monitoring

**4.3. Board**

**4.4. Quality Coordinator (QC)**

- 4.4.1. Review the policy with relevant staff as per schedule or when required

**5. CONTENT**

**Our Company and Co-op member:**

- 5.1. Recognise that applicants and member/tenants have the right to complain or appeal our decisions and our practices
- 5.2. Welcome complaints and appeals as a tool for regular monitoring of our decisions, policies and practices, which assist us in our provision of quality and improved services.
- 5.3. Are committed to continuous provision of respectful service and will not penalise member/tenants and applicants for making a complaint or appealing a decision.
- 5.4. Provide member/tenants and applicants with information outlining how to make a complaint or appeal a decision.
- 5.5. Maintain confidentiality at all times.
- 5.6. Ensure that those dealing with a complaint or appeal do not have a conflict of interest and/or we may call on independent sources to hear the complaint/appeal.
- 5.7. Aim to deal with the complaint/appeal internally according to our policy. Should our Co-op however not be able to resolve the complaint/appeal then we will refer it to CENSW or another external source if required.

**6. REFERENCES**

- 6.1. Privacy Act 2012

**7. ASSOCIATED DOCUMENTS**

- 7.1. CENSW Complaints and Appeals Register

**8. FORMS**

- 8.1. Complaints and Appeals Form

**9. PROCEDURE –**

- 9.1. Complaints and Appeals Procedure**

Steps	Who is Responsible	When
<p><b>1.</b> Distribute information on how to make a complaint/appeal</p> <p><b>2.</b> Appellant/Complainant contacts Co-op: a) completes Complaints/appeals record form b) submits to Secretary</p> <p><b>3. When Complaint/appeals form received</b> a) ensures complainant/appellant has a copy of the relevant policy &amp; procedure b) registers complaint/appeal in Complaint/appeal file (date, nature of complaint, name of complainant) c) acknowledges (in writing) receipt of Complaint/appeal d) outlines process &amp; time frame e) organises time to meet with other members of Complaint/appeals committee The role of the committee is to:</p> <ul style="list-style-type: none"> <li>• ensure that no member of the committee has conflict of interest</li> <li>• complainant/appellant receives a copy of policy &amp; procedure</li> <li>• meet promptly with complainant/appellant</li> <li>• maintain confidentiality</li> <li>• clarify what the problem is, and what they would like done about it</li> <li>• generate solutions</li> <li>• offer support &amp; refer to support services</li> </ul> <p><b>4. Action required on receiving a complaint or appeal.</b> a) provide written response to complainant /appellant stating:</p> <ul style="list-style-type: none"> <li>• outcome of meeting</li> <li>• actions and time frame decided</li> <li>• inform complainant/appellant of the next steps in the process</li> </ul> <p>b) offer support to complainant/appellant c) record in Complaints/Appeals file</p> <p><b>If not resolved</b></p> <p>The person is referred to the Housing Appeals</p>	<p><b>Secretary</b></p> <p><b>Appellant/Complainant</b></p> <p><b>Secretary</b></p> <p><b>Committee</b></p>	<p><b>To all members as: As part of Tenant Handbook, when new members join</b></p> <p><b>When unhappy with action or decision of the co-op. Within 14 days of incident</b></p> <p><b>Within 7 days of receiving written complaint form</b></p> <p><b>Within 7 days of meeting with complainant</b></p>

Committee as an external body for appeals and to FaCS (CHP) as an external body for complaints. The person is provided with information how to contact Housing Appeals Committee or CHP.		
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