



## **POLICY TMP 015 COMPLAINT AND APPEAL POLICY**

<b>Version</b>	<b>Date Reviewed</b>	<b>Updated By:</b>
1.0	1 <sup>st</sup> June 2018	Megan Ward GM Operations
2.0	11 <sup>th</sup> February 2019	Megan Ward GM Operations
3.0	1 <sup>st</sup> September, 2019	Megan Ward GM Operations
4.0	15 <sup>th</sup> September, 2020	Megan Ward GM Operations
5.0	15 <sup>th</sup> June, 2022	Megan Ward GM Operations

## **AUTHORISING AUTHORITY**

The Board has delegated authority to the Chief Executive Officer (CEO) for approval of all operational policies, including this policy.

The General Manager Operations is responsible for administering this policy.

## **PURPOSE / BACKGROUND**

The policy articulates how Community Housing Canberra (CHC) will deal with complaints and appeals from applicants, tenants and stakeholders about our service delivery.

CHC aims to:

- Promote, support and encourage the rights of applicants and tenants of the organisation.
- Welcome complaints and appeals, using the outcomes and learnings to continuously improve our service delivery.
- Assist applicants and tenants to involve an advocate or support person during the complaint/ appeal process.

CHC supports and encourages a person-centered and culturally sensitive approach to service delivery

CHC promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD). CHC supports the objectives of the NDIS Quality and Safeguards Commission and promotes the NDIS principles of choice and control.

## **POLICY DETAIL**

### **CHC Tenancy Service Guidelines**

All complaints and appeals will be managed in accordance with the timeframes as outlined in our customer service guidelines.

### **How to lodge a complaint**

CHC welcomes complaints and is focused on continually improving its service delivery. If an applicant, tenant or stakeholder is dissatisfied with our performance, they should lodge a complaint as soon as possible. A complaint can be lodged by email, letter or phone, or by completing a complaint form on our website.

### **Investigating complaints**

All complaints will be investigated by a Manager, General Manager or the CEO. The complaint will be reviewed independently and we will consider all information when completely this process.

### **Responding to complaints**

Once the investigation is completed, the complainant will be formally advised in writing as per the timeframes as outlined in our tenancy service guidelines.

### **Records of complaints**

The file record of the complaint will be confidential and will only be discussed with employees as required for the purpose of investigating the complaint. The complaint will be kept on your applicant/ tenancy file, except for the complaints about CHC employees which will be kept in the employee's file.

### **Complaints register**

Decisions on complaints will be recorded and monitored in CHC's recording keeping system *NCAR*.

### **How to lodge an appeal**

An appeal is an official request to have an organisational decision reviewed. Appeals on decisions can be lodged by email, letter or phone, or by completing an appeal form on our website.

### **Investigating appeals**

All appeals will be investigated by a Manager, General Manager or the CEO. The appeal will be reviewed independently from the person who made the initial decision and we will consider all information when completing this process.

### **Responding to complaints**

Once the investigation is completed, the appellant will be formally advised in writing as per the timeframes as outlined in our tenancy service guidelines.

### **Appeals register**

Notes and decisions on all appeals will be recorded and monitored in CHC's recording keeping system *NCAR*.

### **External avenues**

Tenants are encouraged to complete CHC's internal complaints and appeals process to ensure matters are dealt with in a timely manner. For tenants who remain dissatisfied with the outcome may like to take the following course of action;

#### **Human Services Registrar**

Ph: 02 6207 5474

Email: [quality@act.gov.au](mailto:quality@act.gov.au)

Web: <http://www.communityservices.act.gov.au/home/quality-complaints-and-regulation>