

What HousingFirst will do

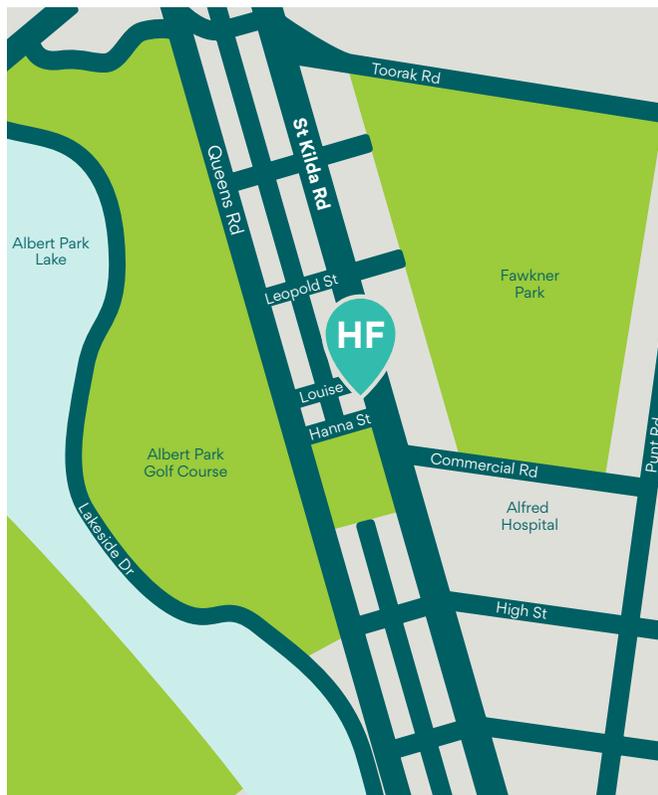
- Ensure complaints and appeals are addressed promptly and fairly.
- Register, investigate, resolve and record complaints and appeals.
- Tell you our decision regarding your complaint or appeal.
- If appropriate, advise you of other avenues to pursue to satisfactorily resolve the complaint.
- Use your feedback to help shape the delivery of our housing services.

If a complaint is not resolved

If your complaint is not resolved within 30 days you may refer the complaint to the Registrar of Housing Agencies for investigation. They can be contacted at:

Email: housingregistrar@dtf.vic.gov.au

Phone: 03 9651 1402



Interpreter services available for a range of languages.

Suite 3.01, Lvl 3, 492 St. Kilda Rd,
Melbourne, VIC, 3004

P 03 9534 5837
F 03 9534 8636

After hours urgent repairs:

M 0419 505 073

info@housingfirst.org.au

housingfirst.org.au

HousingFirst

How to

Make a

Complaint



Building Strong Communities

Complaints and Appeals

A complaint is when someone tells HousingFirst they are dissatisfied with our services, standards, practices or policies.

An appeal is when a person asks for a decision made by HousingFirst to be reviewed.

Anyone has a right to express their dissatisfaction with HousingFirst's services or standards, practices or policies.

HousingFirst's complaints and appeals policy outlines how the Association wants to handle dissatisfaction with our services and our decisions.

Its purpose is to:

- Allow the right to complain or appeal.
- Make it easy to exercise that right.
- Help HousingFirst review what is and isn't working well in the organisation.
- This policy applies only to complaints and appeals made about HousingFirst.

It does not include:

- Complaints by a tenant about someone outside the organisation.
- Disputes that are covered by other legislation e.g. a dispute about tenant or landlord responsibilities comes under the jurisdiction of the Residential Tenancy Act 1997.

How to make a complaint

You can follow these steps or choose to start at the point you feel most comfortable with.

- Talk directly to the person in the organisation you think is responsible for sorting out the problem.
- Talk the problem over with someone not directly involved in the problem.
- You may ask someone independent of HousingFirst to help you with your complaint.
- If it will help you to explain your situation, tell HousingFirst that you require an interpreter and what language you require. HousingFirst will pay the cost of the interpreter service.
- You may choose to put your complaint in writing, either by letter, by email or on HousingFirst's official complaint form on our website. Describe what happened, why you are not satisfied and what action you think should be taken.
- If you are not happy with the outcome of your complaint, you may choose to take your complaint to a higher authority.
- Keep a record of who you speak to, what they said they would do and the date and time.

Privacy

The file record of the complaint will be confidential. HousingFirst will contact you to advise the complaint has been received. No identifying information will be communicated to other tenants or applicants, people in the organisation who are not directly involved with resolving the complaint, or people outside the organisation, without the person's permission.

