

Complaints and Appeals Policy

Purpose:

This policy and the associated procedure outline how HousingFirst Ltd handle dissatisfaction with service provision and/or decisions. Its purpose is to:

- Allow tenants and applicants the right to complain and appeal;
- Make it easy for tenants and applicants to exercise that right; and
- Help HousingFirst review what is and isn't working well in the organisation

Scope:

This policy applies throughout the organisation.

This policy applies only to complaints and appeals made by tenants, applicants and other stakeholders. It does not include:

- Disputes or grievances from staff or management (*these are covered under human resource management policies*);
- Complaints by a tenant about someone else 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 (Vic) 1997*.

Policy Statement:

HousingFirst Ltd is committed to:

- Allowing tenants and applicants the right to complain and appeal;
- Making it easy for tenants and applicants to exercise that right by ensuring tenants and applicants are informed about how to make complaints and appeal decisions;
- Taking all complaints seriously and ensuring complaints and appeals are addressed promptly and fairly;
- Respecting the right to privacy and confidentiality of the person making the complaint or appeal;
- Registering, investigating, resolving and recording complaints and appeals within 30 days;
- Keeping tenants and applicants making a complaint informed as to the progress and outcome of their complaint;
- Enabling tenant and applicants views to influence how HousingFirst delivers its housing services.

Related Information:

- [Complaints and Appeals - form](#)
- [Complaints brochure](#)
- [Complaints and Appeals Procedure](#)
- [Dispute Settlement Centre of Victoria](#)

References to Standards and Legislation:

Legislation: Victoria	Residential Tenancies Act 1997 (Vic)
NCHS Section 3: Tenant Rights and Participation	3.06: Complaints and Appeals
Standards: Housing Registrar	Performance Standard 1 - Tenant and Housing Services

Glossary/Definition of Terms:

- Appeal** When a tenant or applicant asks for a decision made by HousingFirst to be reviewed.
- Complaint** When a tenant or applicant tells HousingFirst they are dissatisfied with our service, standards, practices or policies.
- Dispute** An argument or disagreement, or a failure to agree. A dispute is not a complaint.

Version Control

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