

<b>Complaints &amp; Appeals Policy</b>		Document #: CEH 018	Print Date: 15/03/19
		Prepared by: GM BDSO	Date Prepared: February 2018
Effective Date: December 2018	Revision: 2.0	Review by: GM CHS	Date Reviewed: December 2018
Compliance: This policy aligns with Standard 3.6 of the National Community Housing Standards		Approved by: ED CatholicCare Tasmania	Date Approved: December 2018

We welcome complaints and appeals as an opportunity to improve what we do. We will respond promptly and fairly and have a documented procedure for receiving and responding to complaints and appeals within nominated time-frames.

Information about lodging a complaint or appeal is provided to tenants at lease sign-up, available on our website and is included in the Tenant Handbook. Tenants can also seek information and forms in person by visiting or phoning our office. We also provide information on how to access advocacy organisations or individual advocates who can help to lodge a complaint or appeal. We will provide an interpreter service if necessary.

### How we respond to complaints and appeals

We commit to:

- responding to your complaint courteously and respectfully;
- keeping you informed of the progress of your complaint;
- addressing each complaint in an equitable, objective manner;
- protecting personally identifiable information about the complainant, other than for the purposes of addressing the complaint within our organisation.

Where tenants complain to us about a range of issues that fall outside our jurisdiction we will respond constructively and refer tenants to the relevant body or advocacy services as appropriate. Our feedback and complaints mechanisms form part of a regular, external auditing process.

### Complaints

Complaints relate to dissatisfaction with an area of our service delivery, over which we have direct control. Generally, complaints relate to the manner in which we provided the service to you, by a staff member, contractor or third party working on our behalf. Our complaints process allows a tenant or third party to formally express their dissatisfaction, have their point of view heard and obtain some form of resolution.

### Appeals

Appeals relate to a tenant or service user’s dissatisfaction about the outcome of a complaint made to us. Our appeal process gives the tenant opportunity to dispute our decision and possibly have it changed.

### Disputes

Disputes relate to wider neighbourhood issues such as difficulties with neighbours or accusations of antisocial behaviour. Mostly, these are areas that we do not have direct control over, which is why disputes are covered in our separate policy, *Establishing and maintaining tenancies*.

### References

This policy aligns with Standard 3.6 of the National Community Housing Standards

### Scope

This policy applies to all staff and clients of the following entities:

- CatholicCare Tasmania Affordable Housing
- Centacare Evolve Housing

### Associated Documents:

- Complaints & Appeals Procedure
- Establishing & Maintaining Tenancies Policy
- Tenant Handbook

### Policy Review

This policy and related procedure will be reviewed on a 24 month cycle, unless there are legislative, policy, or other organisational changes that instigate an earlier review. The responsibility for the development, amendment and review of policies and procedures rests with the subject matter experts, with the support of the Quality Systems Coordinator.

The most current version of this Policy is available from Domus; changes to the Policy will be communicated via Domus and staff meetings.

Changes to this policy will prompt an update to the Centacare Evolve Tenancy Policy page accessed at [www.centacareevolve.com.au](http://www.centacareevolve.com.au) to be actioned within one week of any change.