



## Complaints and Feedback Policy

### Purpose

This policy outlines the approach of SAH to complaints and feedback in respect to housing service provision and related services.

The purpose of this policy and procedure is to:

- Encourage and provide opportunities for complaints and feedback.
- Manage complaints and feedback in a consistent, transparent, and effective manner.
- Use complaints and feedback to continuously improve its mission and service delivery.
- Feedback can be compliments and suggestions (internal and external).

### Scope

This policy applies to complaints and feedback made by tenants, applicants, and other stakeholders in relation to housing service provision of all housing programs, owned or managed by SAH.

It does not include:

- matters which are the responsibility of state-based administrative tribunals.
- matters unrelated to the services SAH provides.
- disputes or grievances from employees or management (these are covered under human resource management policies).

All staff are required to adhere to this policy.

### Policy Statement

#### SAH is Committed to:

1. Creating the opportunity to enable complaints and feedbacks to be raised ensuring the process is accessible to all regardless of any disability, language, literacy skills, culture, or any other factor.
2. Managing complaints and feedbacks in a consistent, transparent, and effective manner.
3. Receiving complaints and feedbacks in any form (including verbal) to support ease and accessibility.
4. Respecting privacy and confidentiality. Personal information will not be given to another person unless there is a lawful reason to do so such as where it is necessary for the safety of any person or to prevent harm and/or with consent.
5. Use complaints and feedback to continuously improve service and mission delivery.
6. Ensuring complaints and feedback policy and procedure comply with legislation, regulation, and contract obligations.
7. Providing status updates to the feedback submitter unless the submitter elects not to receive updates, has chosen to remain anonymous or provided insufficient contact information.

### Complainant and Feedback Rights

1. SAH supports the complainant's or feedback's right to:
  - a timely response from SAH.

- receive support through the process.
  - withdraw the complaint at any point in the process.
  - access and receive support from an advocate of their choice.
  - access external bodies/tribunals at any point throughout the process.
  - not be victimised by any person as a result of lodging complaint / feedback.
  - access or continue to receive support and service from SAH at a level that is not diminished or compromised as a result of making a complaint.
  - an internal review of the original decision made by SAH where the complainant is dissatisfied with the outcome.
  - make a complaint or provide feedback via a third party, such as a government department in parallel and / or if not satisfied with the outcome of the complaint or feedback.
2. SAH will take all reasonable steps to resolve the matter within 30 days after receiving the complaint.

### Discretion

State Managers have discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

### Tenants Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Appeals Policy.

### Definitions

Applicant	A person who has applied for housing via the Housing Register or, where permitted by the Eligibility Policy
Complaint	A complaint is an expression of dissatisfaction or concern with respect to an experience with SAH personnel, or with a service provided by SAH
Feedback	Feedback is an expression of concern or satisfaction with respect to an experience with SAH personnel, or with a service provided by SAH

**Related Documents**

Policy	Appeals Policy Code of Conduct Policy Diversity and Inclusion Policy (TSA) Eligibility Policy Fraud Policy (TSA) Gender Equality Policy (TSA) Incident Management Policy Lived Experience and Participation Policy (TSA) Person of Interest (Safeguarding) Policy (TSA) Safety and Wellbeing of Children and Young People Policy (TSA) Staff Safety Policy Sustainable Tenancies Policy Whistleblower Protections Policy (TSA)
Legislation	National Regulatory Code Privacy Act State Residential Tenancies Act and Regulation Work Health and Safety Act
Other Documents	Complaints and Feedback form

**Document Control**

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