

Complaints and Appeals Policy

Purpose

This policy outlines the approach of Salvation Army Housing Victoria (SAHV) to complaints and appeals in respect to housing service provision and related services.

The purpose of this policy and procedure is to

- allow tenants and applicants the right to complain and appeal;
- make it easy for tenants and applicants to exercise that right;
- help SAHV review what is and isn't working well in the organisation.

Scope

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

It does not include:

- matters which are the responsibility of state-based administrative tribunals;
- matters unrelated to the services SAHV 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

SAHV is Committed to:

1. Creating the opportunity to enable complaints and appeals 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 appeals in a consistent, transparent and effective manner
3. 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.
4. Use complaints as a key way to receive feedback, and to continuously improve service delivery
5. Ensuring complaints policy and procedure comply with legislation, regulation and contract obligations

Complainant and Appellant's Rights

6. SAHV supports the complainant's or appellant's right to:
 - a timely response from SAHV
 - receive support through the process
 - withdraw the complaint / appeal 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 a complaint / appeal
 - access or continue to receive support and service from SAHV 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 SAHV where the complainant or appellant is dissatisfied with the outcome
- make a complaint via a third party, such as a government department in parallel and / or if not satisfied with the outcome of the complaint or appeal

7. SAHV will take all reasonable steps to resolve the matter within 30 days after receiving the complaint.

Definitions

Appeal	When a tenant or applicant asks for a decision made by SAHV to be reviewed
Appellant	The person appealing, or who the appeal is being made on behalf of
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 SAHV personnel, or with a service provided by SAHV

Related Documents

Procedure:	Appeals Management Procedure Complaints Management Procedure
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Document Control

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