

Feedback, Complaints and Appeals Policy

Purpose

To define Alliance Housing's approach to receiving and managing Tenants Complaints and Appeals.

Scope

This policy applies to all applicants and tenants for all housing programs delivered by Alliance Housing.

Intent

This policy aims to provide Alliance Housing's tenants and applicants with the opportunity to express dissatisfaction with their interactions with staff or to have an unfavourable decision reviewed.

Policy

Alliance Housing is committed to providing a high level of customer service to its tenants and being fair, open and transparent in all of its decision making.

Where tenants are unhappy with their treatment by our staff, or believe we have been unreasonable in our decision making, they are encouraged to let us know by making a complaint or by lodging an appeal.

A **complaint** is when someone tells us they are unhappy with our service or products and expects a response from us.

An **appeal** is when someone asks us to review a decision we made.

Tenants have the ability to involve an advocate or a friend to support them to lodge a complaint or an appeal.

The outcome of complaints and appeals are reported to the Alliance Housing Board and is used to inform improvements to our customer service and our decision making.

Additional helpful information on our complaint and appeals process can be found at [Compliments, Complaints & Appeals](#).

1. Complaints

If a tenant is dissatisfied with the service they receive from our staff they are encouraged to contact us.

In the first instance, a Tenancy Officer will speak to the tenant to see if the matter can be resolved. If the tenant remains unhappy, they will be offered the opportunity for their complaint to be taken further or they can put their complaint in writing.

The complaint will then be recorded by the Tenancy Officer and forwarded to the Chief Executive Officer for investigation. A written response will be sent to the tenant within 10 working days with an outcome and any follow up actions identified.

2. Appeals

In lodging an appeal, tenants are encouraged to provide information on why they believe we have been unreasonable in our decision making and why the decision should be overturned.

Tenants can appeal the following types of decisions:

- a) decisions relating to eligibility for social or affordable housing or housing assistance;
- b) property offers;
- c) property entitlements;
- d) rent assessments;
- e) tenant liability charges.

Decisions that may not be appealable include:

- a) matters currently subject to legal action (where a Termination Notice has been issued);
- b) decisions that are not directly related to the person;
- c) our policies;
- d) internal administrative or funding matters;
- e) matters not relating to our housing services (e.g. tenant participation, support and referral services).

Only the person affected by a decision can lodge an appeal (or their advocate who has Authority to Act).

The decision will then be reviewed by a staff member not involved in the original decision.

The tenant will be notified of the outcome of the appeal in writing with a full explanation of the decision within 10 working days of the lodgement of the appeal.

3. Additional Avenues of Complaint and Appeal

Should tenants remain unhappy with the outcome of a complaint or an appeal, we can provide tenants information on advocacy and support agencies that can assist them further.

[Legislation and Compliance](#)

Where applicable, this policy will be implemented consistent with the requirements of the Western Australian Community Housing Regulatory Framework

[Implementation, Review and Amendments](#)

This policy is applicable from the date of Board Approval.

Alliance Housing will review this policy on a regular basis to ensure it remains up to date.

Date of Amendment	Amended By:	Amendments	Board Approval Date	Status
AH-9FCP/1	Upland Consulting	Original version	19/09/2018	Superseded
AH-9FCP/2	CEO	Residents of RVA added & section 1 reviewed	21/11/2018	Superseded
AH-TCAP/3	Elysian Consulting	Added compliments and added information to appeals	17/02/2021	Approved