

# Compliments. Complaints. Appeals.

Your feedback is  
important to us.



# Housing Choices residents have the right to make a complaint.

## We commit to:

- Responding to complaints and appeals in a timely and fair way.
- Having an accessible complaint handling and resolution process that is available to everyone.
- Work with complainants to take all reasonable steps to investigate and find a resolution within 30 days.

## What is a complaint?

A concern that something about our products, services, staff, or complaint handling is wrong or not satisfactory. Complaints are best handled when reported as early as possible. While there is no time limit on raising a complaint, our ability to resolve issues may lessen if a long period of time has elapsed between the concern that something is wrong or not satisfactory to making a complaint. We understand that complaining can be difficult and we will support complainants to make their issue known and work to resolve it in a way that is comfortable for the person complaining.

## What is a Neighbourhood Dispute?

Two (or more) neighbours disagree about something that then becomes a source of distress and frustration. It is common for both sides of the dispute to have done things to annoy the other person. If you are having difficulty with a neighbour, ask your Housing Officer about our Neighbourhood Dispute Process for steps to help improve the situation.

## Giving feedback

When something goes wrong, we are here to listen and work with you to resolve the issue as soon as possible.

### **You don't need to try this option before making a formal complaint.**

You do not lose your opportunity to make a formal complaint if you choose to speak to us informally first.

## What is a compliment?

Compliments are praise or congratulations about any aspect of our services, performance or how we conduct our business. Compliments help us identify our best practices and we try to duplicate them across other services.



# The safety of our residents and the broader community is important to us.

We have different internal systems to manage issues about safety. If the issue in your complaint relates to you or someone else being harmed, abused, or neglected we will need to manage this in a different system. We will tell you which system and what to expect in these situations.

**We listen to people using our services, their advocates, or representatives and welcome both compliments and complaints made on your behalf by those who are authorised to do so.**

**We accept complaints from all residents and members of the community including:**

- Young people and children
- People with disabilities
- Aboriginal and Torres Strait Islander Peoples
- People from culturally diverse backgrounds; and
- The advocates and representatives of all the above.

## How can I lodge a compliment or complaint?

You can lodge a compliment or complaint by phone: 1300 312 447, email: [complaints@hcau.org.au](mailto:complaints@hcau.org.au) or website: <https://www.housingchoices.org.au/residents/complaints> about any part of our service, the way we do business or the advice we've given you.

You can also visit our offices - check out the back page for locations.

# I am an NDIS participant living in your specialist disability accommodation

If you're not satisfied with aspects of the housing we've provided you under the NDIS, you can provide feedback directly to the NDIS Quality and Safeguarding commission.

**P 1800 035 544**  
**[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**

## My complaint is about human rights

If you have a complaint regarding any form of discrimination, you may contact the state-based authority or Australian Human Rights Commission.

**P 1300 365 419**  
**[www.humanrights.gov.au](http://www.humanrights.gov.au)**

## What happens if I want to withdraw a complaint?

You may withdraw your complaint at any time by advising Housing Choices or, by notifying any other authority you have involved in your complaint. Housing Choices will acknowledge the withdrawal of your complaint in writing, note the reason for the withdrawal, and close the complaint. To ensure your safety to make a complaint and be heard, we may follow up to make sure no one is forcing you to withdraw your complaint.

# What happens when I lodge a complaint?

## 1. Listen.

Once you come to us with a complaint, our staff will listen to your complaint and guide you through our process.

## 2. Acknowledge.

We will issue you a formal acknowledgement letter within **2 days** of your complaint being received. This will outline the issues of your concern, the next steps of the process and the person responsible for collaborating with you to resolve your complaint.

## 3. Review.

We will reach out to you in your preferred way within **5 days** to discuss your complaint. We will review the issue and prepare some options to support resolution.

## 4. Collaborate.

We will discuss resolution options with you and seek your ideas on what you think is most important to the issue and how to resolve your complaint..

## 5. Act.

We will tell you what we will do and how long it will take. We are committed to resolving all complaints within **30 days** of receiving them.

## 6. Communicate.

We will keep you informed of the resolution progress and when actions are completed. You will receive copies of all letters when the resolution is complete.

# How do I appeal a complaint decision?

## What is an appeal?

**An appeal is a request to review a complaint outcome.**

There is no time limit on when appeals are raised with us. We feel it is important that any issue with our service, conduct, staff, and complaint handling be addressed and resolved.

If you've made a complaint with us and think we have not followed our process, you can appeal the decision.

Contact the Manager Quality Assurance via our email, [complaints@hcau.org.au](mailto:complaints@hcau.org.au) or phone, 1300 312 447. Provide your complaint number and our Manager Quality Assurance will have an initial response about next steps within two business days.

## Your Privacy and Confidentiality

You can choose to make a complaint anonymously to us. We will let you know if being anonymous is making it difficult to work with you to find a resolution to your issue.

We respect your request to have your identity remain confidential and your personal information will only be disclosed if:

- Required by law; or
- Is appropriate in the circumstances, and you have provided your consent.

For information on how we collect, use, and disclose your information, visit our website.

# I need help with my complaint or appeal.

If you need help giving feedback, or making a complaint, or an appeal, or a compliment, call us on **1300 312 447** or email **complaints@hcau.org.au**

Consumer Affairs Victoria	<b>1300 558 181</b>	<a href="http://www.consumer.vic.gov.au">www.consumer.vic.gov.au</a>	<b>VIC</b>
Tenants Union Victoria	<b>1800 068 860</b>	<a href="http://www.tuv.org.au">www.tuv.org.au</a>	
Victoria Legal Aid	<b>1300 792 387</b>	<a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a>	
Justice Connect, Homeless Law	<b>1800 606 313</b>	<a href="http://www.justiceconnect.org.au">www.justiceconnect.org.au</a>	
Victorian Ombudsman	<b>03 9613 6222</b>	<a href="http://www.ombudsman.vic.gov.au">www.ombudsman.vic.gov.au</a>	
VCAT (Tribunal)	<b>1300 018 228</b>	<a href="http://www.vcat.vic.gov.au">www.vcat.vic.gov.au</a>	
Victorian Housing Registrar	<b>03 7005 8984</b>	<a href="http://www.housingregistrar.vic.gov.au">www.housingregistrar.vic.gov.au</a>	

Consumer Affairs Tasmania	<b>1300 654 499</b>	<a href="http://www.consumer.tas.gov.au">www.consumer.tas.gov.au</a>	<b>TAS</b>
Tenants Union Tasmania	<b>1300 652 641</b>	<a href="http://www.tutas.org.au">www.tutas.org.au</a>	
Legal Aid Commission Tasmania	<b>1300 366 611</b>	<a href="http://www.legalaid.tas.gov.au">www.legalaid.tas.gov.au</a>	
Ombudsman Tasmania	<b>1800 001 170</b>	<a href="http://www.ombudsman.tas.gov.au">www.ombudsman.tas.gov.au</a>	
NRSCH Housing Registrar	<b>03 6166 3628</b>	<a href="http://www.communities.tas.gov.au/housing">www.communities.tas.gov.au/housing</a>	

RentRight SA	<b>1800 060 462</b>	<a href="http://www.syc.net.au/home/rentrightsa">www.syc.net.au/home/rentrightsa</a>	<b>SA</b>
SACAT (Tribunal)	<b>1800 723 767</b>	<a href="http://www.sacat.sa.gov.au">www.sacat.sa.gov.au</a>	
Ombudsman SA	<b>1800 182 150</b>	<a href="http://www.ombudsman.sa.gov.au">www.ombudsman.sa.gov.au</a>	
Office of Housing Regulation	<b>08 7424 7206</b>	<a href="http://www.sa.gov.au">www.sa.gov.au</a>	
Office of Consumer + Business	<b>131 882</b>	<a href="http://www.cbs.sa.gov.au">www.cbs.sa.gov.au</a>	
Legal Services Commission	<b>1300 366 424</b>	<a href="http://www.lsc.sa.gov.au">www.lsc.sa.gov.au</a>	

NSW Fair Trading	<b>133 220</b>	<a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>	<b>NSW</b>
Tenants Union NSW	<b>02 8117 3700</b>	<a href="http://www.tenants.org.au">www.tenants.org.au</a>	
Legal Aid NSW	<b>1300 888 529</b>	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>	
Ombudsman NSW	<b>02 9286 1000</b>	<a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>	
NCAT (Tribunal)	<b>1300 006 228</b>	<a href="http://www.ncat.nsw.gov.au">www.ncat.nsw.gov.au</a>	
Community Housing Registrar	<b>1800 330 940</b>	<a href="http://www.rch.nsw.gov.au">www.rch.nsw.gov.au</a>	



# Find Us.

All office hours 9.00am – 5.00pm

## **Adelaide**

192 Waymouth Street  
Adelaide SA 5000

## **Port Augusta**

21/50 Augusta Terrace  
Port Augusta SA 5700

## **Devonport**

5 Steele St  
Devonport TAS 7310

## **Preston**

137 High Street  
Preston VIC 3072

## **Hobart**

Level 7, 39 Murray Street  
Hobart TAS 7000

## **Shorewell Park**

11A Wiseman St  
Shorewell Plaza TAS 7320

## **Melbourne**

Level 3, 350 Queen Street  
Melbourne VIC 3000

## **Surry Hills**

Suite 309, 410 Elizabeth Street  
Surry Hills NSW 2010