

COMPLAINTS AND APPEALS POLICY

Providing affordable accommodation for low income and disadvantaged single people

Policy Statement

St Kilda Community Housing's (SCH) philosophy is to give our tenants every opportunity to contribute to the way we deliver our services. This includes how we handle complaints and having them dealt with within a fair and reasonable timeframe.

SCH's complaints and appeals policy outlines how we handle dissatisfaction with our services from tenants, neighbours and referring community organisations.

Procedure

The complaints process can be set in motion by:

- Any individual tenant;
- Any member of the general public;
- SCH directors and staff;
- Members of referring agencies.
- Any other local agencies.

There are four steps to the complaints procedure which are documented fully in the Complaints and Appeals brochure available to all tenants and other interested parties. These steps involve the following:

1. The matter should first be raised with the relevant housing manager where the issue involves a tenant or relates to a particular house

2. If the matter is not resolved at that level, the official complaints form should be filled out.
3. The matter can also be raised with the Senior Manager – Tenancy & Reporting, if the Housing Manager believes this is appropriate. Neighbours and referring agencies and members of the general public will generally raise any complaints initially with the Housing Manager.
4. If any complaint still remains unresolved it can be taken to a specially formed sub-committee of the Board of SCH.

Appeals

Most appeals will also be via steps 1–4 outlined above. However, under the Housing Act 1983, if a complaint is not resolved within 30 days or if a complainant is not satisfied with the response, the matter can be referred to the Housing Registrar for investigation.

The Housing Registrar can be contacted directly by tenants or prospective tenants through the following means:

- Email to complaints inbox at housingregistrarcomplaints@dtf.vic.gov.au
- Call the general phone line on 9651 1402
- Mail the complaint to Housing Registrar, Department of Treasury and Finance, Level 5, 1 Treasury Place Melbourne 3001

St Kilda Community Housing Ltd

102 St Kilda Road, St Kilda, Vic 3182

Phone: 9534 1809

Fax: 9537 1456

Email: admin@stkch.org.au

www.stkch.org.au

Further Contact Numbers

Tenant's Union Victoria
(03) 9416 2577

Consumer Affairs Victoria
1300 55 81 81
(03) 8684 6295