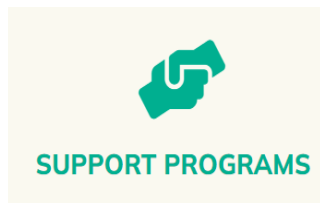


About Us

St Kilda Community Housing Ltd has been providing accommodation for disadvantaged people living in the St Kilda area for more than 30 years.

We are committed to preserving and expanding the stock of rooming houses in the Inner South.



116 St Kilda Road, St Kilda, Vic 3182
Phone: (03) 9534 1809 | Email: admin@stkch.org.au
www.stkch.org.au

Building housing communities in St Kilda



Further Contact Numbers

Consumer Affairs Victoria (CAV)
1300 55 81 81

Tenants' Union of Victoria (TUV)
(03) 9416 2577

Victorian Privacy Commissioner
1300 006 847

Office of the Ombudsman
(03) 9613 6222

How to make a complaint



How to make a complaint or appeal a decision

SCH's 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 time-frame.

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

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



How do I complain?

Step One

Talk directly to your Housing Manager, or management staff at SCH. Explain the issue, how you would like to see it resolved and how you would like SCH to proceed in future. A copy of the policy is available from the office or on the website.

Step Two

If you are not happy with the response, ask for an official complaints form. Staff are available to assist if required but assistance can also be sought from trusted persons. Submit this form to your housing manager or send to admin@stkch.org.au

Step Three

You can also seek a meeting with SCH Management who will consider the complaint and attempt to resolve the matter. You have the right to be represented by the Tenants' Union of Victoria.

Step Four

If the matter is still unresolved it can be taken to the Board of SCH. Board representatives may request a meeting with you and an advocate or support person. The Board's representatives can take immediate action to be endorsed at the next meeting of the Board.

How do I appeal?

Internal Appeals

The internal Appeals process is as Step Four where matters can be referred to, and considered by members of the Board.

External Appeals

In accordance with the Housing Act 1983, if a complaint is not resolved within 30 days or if a complainant is not satisfied with our response, the matter can be referred to the Housing Registrar for investigation.

The Housing Registrar can be contacted directly through the following means:

Telephone: +61 3 7005 8984

Post: Housing Registrar, GPO Box 4379
Melbourne Victoria 3001

Email: housingregistrarcomplaints@dtf.vic.gov.au

