

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



How to make a complaint



Further Contact Numbers

Consumer Affairs Victoria (CAV)

1300 55 81 81

Tenants Victoria

(03) 9416 2577

Office of the Victorian Information Commissioner (OVIC)

1300 006 842

Victorian Ombudsman

1800 806 314

How to make a complaint or appeal a decision

Our Commitment

At SCH, we believe your feedback is vital to improving our service. We are committed to resolving complaints and appeals fairly, transparently, and efficiently. Our goal is to find a fix at the earliest possible stage to ensure your housing remains stable and supported.

Who can make a complaint?

The complaints process can be started by:

- Any individual tenant or resident.
- Members of the general public.
- SCH staff, directors, or referring community agencies.



How do I complain?

Step 1: Local Resolution

Talk directly to your Housing Manager or SCH staff. Explain the issue and how you would like to see it resolved. Most matters can be fixed immediately through open communication.

Step 2: Formal Review

If you are not satisfied with the initial response, you can request a formal review.

How: Request a formal complaints form from our office or download it from our website.

Submit: Send the completed form to your Housing Manager or email **admin@stkch.org.au**.

Support: You are welcome to have a support person or advocate help you complete this form.

Step 3: The Outcome

We aim to provide a final written response within 30 days. This response will outline our decision and the reasons behind it. This concludes SCH's internal complaints process.

How do I appeal?

Internal Appeals

If you disagree with a formal decision (e.g., about your tenancy or eligibility), the matter will be reviewed by a manager not involved in the original decision to ensure fairness.

External Appeals

If we cannot resolve your concern within 30 days, or you are dissatisfied with our final "Step Three" outcome, you can refer the matter to the Housing Registrar:

Phone: +61 3 7005 8984

Post: Housing Registrar, GPO Box 4379
Melbourne Victoria 3001

Email: housingregistrarcomplaints@dtf.vic.gov.au

