

Purpose:

This policy and the associated procedure outline how Port Phillip Housing Association Ltd (PPHA) handle dissatisfaction with service provision and/or decisions. Its purpose is to:

- Allow tenants and applicants the right to complain and appeal;
- Make it easy for tenants and applicants to exercise that right; and
- Help PPHA review what is and isn't working well in the organisation

Scope:

This policy applies throughout the organisation.

This policy applies only to complaints and appeals made by tenants, applicants and other stakeholders. It does not include:

- Disputes or grievances from staff or management (*these are covered under human resource management policies*);
- Complaints by a tenant about someone else outside the organisation;
- Disputes that are covered by other legislation e.g. a dispute about tenant or landlord responsibilities comes under the jurisdiction of the *Residential Tenancy Act (Vic) 1997*.

Policy Statement:

Port Phillip Housing Association Ltd (PPHA) is committed to:

- Allowing tenants and applicants the right to complain and appeal;
- Making it easy for tenants and applicants to exercise that right by ensuring tenants and applicants are informed about how to make complaints and appeal decisions;
- Taking all complaints seriously and ensuring complaints and appeals are addressed promptly and fairly;
- Respecting the right to privacy and confidentiality of the person making the complaint or appeal;
- Registering, investigating, resolving and recording complaints and appeals within 30 days;
- Keeping tenants and applicants making a complaint informed as to the progress and outcome of their complaint;
- Enabling tenant and applicants views to influence how PPHA delivers its housing services.

Related Information:

Complaints brochure	PPHA Brochures & Presentations
I Want to Make a Complaint	Tenancy Management - Forms
Complaints and Appeals: Procedure -Management - Operations	

References to Standards and Legislation:

NCHS Section 3: Tenant Rights and Participation	3.06: Complaints and Appeals
Residential Ten Act 1997 (Vic): Residential Ten Act 1997 (Vic)	1: Various
Vic Housing Performance Std 5: Tenancy Management	5.04: Client Service

Glossary/Definition of Terms

Appeal An appeal is when a tenant or applicant asks for a decision made by PPHA to be reviewed.

Complaint A complaint is when a tenant or applicant tells PPHA they are dissatisfied with our service, standards, practices or policies.

Dispute A dispute is an argument or disagreement, or a failure to agree. A dispute is not a complaint.

Area: Management - Operations

Template: /tpc/Hdocgrp1.asp

DocId/Thread: 20150/17373

Session: 392176707

Next Review: 24/05/2012

Owner: Operations Manager

Created By/Author: Joy Tansey

Created: 03/03/2011

Completed: Joy Tansey 25/05/2011

Reviewed: 25/05/2011

Authorised:

Issued: 25/05/2011

Keywords: objection representation

Current as at: Wednesday, 4 April 2012 10:28:53 AM