

What PPHA will do

- > Ensure complaints and appeals are addressed promptly and fairly
- > Register, investigate, resolve and record complaints and appeals
- > Tell you our decision regarding your complaint or appeal
- > If appropriate, advise you of other avenues to pursue to satisfactorily resolve the complaint
- > Allow the delivery of PPHA's housing services to be influenced by the views of tenants, applicants and stakeholders

If a complaint is not resolved

If your complaint is not resolved within 30 days you may refer the complaint to the Registrar of Housing Agencies for investigation. They can be contacted at:

Email: housingregistrar@dtf.vic.gov.au

Mail: Housing Registrar
GPO Box 4379
Melbourne VIC 3001

Phone: (03) 9651 1402



Port Phillip Housing Association Ltd.
6/22 - 28 Fitzroy Street
St.Kilda 3182

Ph: 03) 9534 5837
Fx: 03) 9534 8636

E: info@ppha.org.au
W: www.ppha.org.au

Complaints and Appeals

A **complaint** is when someone tells PPHA they are dissatisfied with our services, standards, practices or policies.

An **appeal** is when a person asks for a decision made by PPHA to be reviewed.

Anyone has a right to express their dissatisfaction with PPHA's services or standards, practices or policies.

PPHA's complaints and appeals policy outlines how the Association wants to handle dissatisfaction with our services and our decisions.

Its purpose is to:

- > Allow the right to complain or appeal
- > Make it easy to exercise that right
- > Help PPHA review what is and isn't working well in the organisation.

This policy applies only to complaints and appeals made about PPHA.

It does not include:

- > Complaints by a tenant about someone 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 1997

Privacy

The file record of the complaint will be confidential. No identifying information will be communicated to other tenants or applicants, people in the organisation who are not directly involved with resolving the complaint, or people outside the organisation, without the person's permission.

How to make a complaint

You can follow these steps or choose to start at the point you feel most comfortable with.

- > Talk directly to the person in the organisation you think is responsible for sorting out the problem.
- > Talk the problem over with someone not directly involved in the problem.
- > You may ask someone independent of PPHA to help you with your complaint.
- > If it will help you to explain your situation, tell PPHA that you require an interpreter and what language you require. PPHA will pay the cost of the interpreter service.
- > You may choose to put your complaint in writing, either by letter, by email or on PPHA's official complaint form. Describe what happened, why you are not satisfied and what action you think should be taken.
- > If you are not happy with the outcome of your complaint, you may choose to take your complaint to a higher authority.
- > Keep a record of who you speak to, what they said they would do and the date and time.

