

Complaints resolution guide

How to provide feedback or make a complaint



Summary

This guide is for members and tenants who want to give feedback or make a complaint about:

- Common Equity Housing Limited (CEHL)
- a housing co-op that is a shareholder of CEHL.

What What is feedback or a complaint?

CEHL values all feedback because it helps us confirm where something is working well, and where we can improve our services.

If you are dissatisfied with a decision, service or person, you can also make a more formal complaint.

Who Who should you contact?

The organisation you first approach will vary with what you raise.

If your concern is about a co-op, contact the co-op's directors.

If it is about CEHL, or an area where CEHL shares responsibility with a co-op, contact:

- your co-op directors
- your Co-operative Development Coordinator.

In some cases, you can also take up your concerns with:

- The Housing Registrar
- Victorian Civil and Administrative Tribunal (VCAT)
- Consumer Affairs Victoria.

How How are complaints resolved?

The guide sets out CEHL's steps in handling a complaint.

Resolution: We will respond to your feedback or complaint within 2 days. If we need to investigate, we will let you know the outcome within 30 days.

Review: If our response does not resolve an issue, CEHL's Managing Director or their delegate may then review your complaint and will let you know within 30 days of any further actions we will take.

1. What is feedback or a complaint?

You have the right to provide feedback, ask questions or make a complaint.

Feedback

Provide feedback when you have a compliment, suggestion or concern you would like us to know about.

Complaint

If you are dissatisfied with a decision, service or person, you can also make a more formal complaint. This might relate to CEHL or to a co-op.

You can contact CEHL or your co-op directly when you believe they have not acted appropriately or in line with their responsibilities.

2. Who should you contact?

Because different organisations are responsible for different things, it is important to approach the right people with your feedback or complaint:

- Approach your **co-op** to resolve a complaint about them.
- Approach **CEHL** if your co-op did not resolve your complaint, or you have a complaint about CEHL.

Your co-op

To provide feedback or make a complaint to your **co-op**, contact the co-op directors by email, letter or phone. These details will vary between co-ops.

If you need help making a complaint, contact your Co-operative Development Coordinator. You can also appoint a representative to act on your behalf.

CEHL

To provide feedback or make a complaint, contact us on:

 1800 353 669

 complaints@cehl.com.au

 Feedback and Complaints, Common Equity Housing Limited
PO Box 504, Carlton South Victoria 3053

Other organisations

Contact the **Housing Registrar** about CEHL as a Registered Housing Agency:

 03 7005 8984

 housingregistrarcomplaints@dtf.vic.gov.au

 Housing Registrar GPO Box 4379, Melbourne Victoria 3001

Contact the **Victorian Civil and Administrative Tribunal (VCAT)** about Residential Tenancies Act requirements:

 1300 01 8228

 www.vcat.vic.gov.au

Contact **Consumer Affairs Victoria** about co-op governance:

 1300 558 181

 www.consumer.vic.gov.au

3. How are complaints resolved?

We follow the complaints and appeal process, as the table opposite shows.

Complaints appeal

If you are not satisfied with the outcome, you can escalate it in 3 ways:

- 1 If your complaint is about our decision, you can ask CEHL's Managing Director or their delegate to review it. You must start the review process within 30 days of our response.
- 2 If your complaint is about our performance as a Registered Housing Agency, you can escalate your complaint to the Housing Registrar Victoria.
- 3 If your complaint is about Residential Tenancies Act requirements, you can ask the Victorian Civil and Administrative Tribunal for help.

Privacy

We handle your complaint and any information that you give us in line with the Privacy Act 1998 (Commonwealth) that includes the Australian Privacy Principles. The Complaints Form's Privacy Statement has further detail.

Complaints process

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| Within 2 days | We will acknowledge your complaint in writing and provide you with a contact person who is responsible for investigating it. |
| Within 30 days | CEHL or your co-op will investigate your complaint and decide what action to take. CEHL or your co-op will contact you in writing to tell you about the investigation and outcome. |
| After 30 days | If your complaint is not resolved within 30 days, members, renters and prospective renters can ask the housing registrar to investigate. |
| Complaint outcome | If you're satisfied with our decision, we close the complaint. |
| Appeal | If you're not satisfied with our decision, you can ask for an appeal. |

Complaints appeal

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| Within 1 day | We will acknowledge your appeal in writing. The Managing Director or their delegate will review the investigation and our decision. |
| Within 30 days | CEHL will contact you in writing to tell you about the investigation and its outcome. |
| Appeal outcome | If you're satisfied with the outcome of the appeal, we close the complaint. |
| Further appeal | If you're not satisfied with CEHL's response, you can escalate your appeal by contacting: <ul style="list-style-type: none">• the Housing Registrar Victoria• the Victorian Civil and Administrative Tribunal. |