

## **PROGRAM COMPLAINTS AND APPEALS PROCEDURE**

Procedures number	PPOL006P	Version	DRAFT v1.0
Drafted by	Peter Sleeman	Approved by MD on	25 October 2017
Responsible person	Program Development Coordinator	Scheduled review date	25 October 2019

### **1. RESPONSIBILITIES**

- 1.1 Landlords and CEHL are responsible for following these procedures.
- 1.2 CEHL is responsible for making the Complaints and Appeals Policy and Procedures available to all program applicants.

### **2. PROCEDURES**

- 2.1 Landlords will develop and maintain a written Complaints Information Sheet to advise tenants about how a complaint about their tenancy or housing can be lodged. Complaints can be lodged either in writing (hard copy or electronic), by telephone, in person or via a complainant's representative or advocate.
- 2.2 In the absence of their own Procedures and Information Sheet, member Co-ops will adopt the Program Complaints and Appeals Procedure, Information Sheet and any other necessary documentation developed by CEHL.
- 2.3 Where a co-operative performs the role of Landlord, a copy of the Complaints Information Sheet will be forwarded to the co-operative's assigned Co-op Development Co-ordinator at CEHL.
- 2.4 A copy of the written information sheet will be offered to tenants:
  - i. at the beginning of their tenancy
  - ii. at any time requested by the tenant
- 2.5 A Complaints Register will be kept by the landlord listing all complaints received including:
  - i. the date the complaint was received
  - ii. the complainants name
  - iii. the nature of the complaint
  - iv. the person assigned to investigate the complaint
  - v. the date of all responses made.
- 2.6 On receipt of a complaint, a written acknowledgement will be sent to the complainant, explaining
  - i. the process that will be used to investigate / resolve the complaint (including who will be made aware of the complaint and the complainant's name)

- ii. whether the complainant may need to offer further information and/or testify at a VCAT hearing
  - iii. when the landlord expects to give a final response.
- 2.7 The acknowledgement will be sent to the complainant within one week of receiving the complaint.
- 2.8 Where a co-operative performs the role of landlord, the landlord will notify CEHL's complaints officer, within seven days, that a complaint has been received and the proposed process to respond.
- 2.9 The landlord is required to appoint an independent person to investigate the complaint, who is not directly involved in management of the tenancy or property. Where the co-op is the landlord, this could be CEHL.
- 2.10 Once the investigation is complete, the landlord will advise the complainant (and any other parties involved) in writing, of the outcome of the investigation and any actions planned.
- 2.11 The independent investigator will endeavour to complete the investigation within 21 days of receiving the complaint. All reasonable efforts will be made to send the outcome of the complaint to the complainant within 30 days of receiving the complaint.
- 2.12 The Complaints Register will be updated to reflect all information regarding outcomes.
- 2.13 A Complaints Report will be produced quarterly detailing:
  - i. the number and type of complaints, including information if there were no complaints.
  - ii. the turnaround time for responding to complaints
  - iii. the number of complaints that resulted in further appeals
  - iv. the number of complaints that were successfully resolved
- 2.14 The Complaints Report will be used by the landlord to measure the effectiveness of the process and plan for improvements where needed and to identify systematic or recurrent issues.
- 2.15 Where a co-operative performs the role of Landlord, a copy of the Complaints Report and planned improvements will be forwarded to the co-operative's assigned Complaints Officer every quarter.
- 2.16 The written advice of the outcome of the complaint will include information about how an appeal can be lodged with CEHL or the Housing Registrar if the complainant disagrees with the findings of the investigation or the action planned. Landlords must co-operate fully with investigations carried out by the Housing Registrar.
- 2.17 Where an initial investigation has not resolved the issue, the matter will be dealt with via the CEHL complaints management system, or may be referred to the Housing Registrar.

### **3. RELATED DOCUMENTS**

- 3.1 Program Complaints and Appeals Program Policy
- 3.2 [Performance Standards for Registered Housing Agencies.](#)

**4. AUTHORISATION**

Approved by      Stephen Nash      Date of approval      25/10/2017  
Position      Managing Director