



Connect Victoria Park

Housing

Feedback, Complaints & Appeals Policy

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| CVP Policies | Feedback, Complaints and Appeals | Effective date: | December 2023 |
| Approved By | Board of management | Review date: | October 2025 |
| Warning | This process is uncontrolled after printing | | |

Purpose

The purpose of this policy is to ensure that CVP Inc has a clear and consistent system to receive feedback and manage complaints and appeals from its tenants and Village Hub members.

Scope

This policy applies to all CVP Inc tenants, applicants to Community Housing at CVP Inc and Village Hub members.

Definitions

Feedback occurs when a tenant or member wishes to compliment an aspect of CVP Inc service or make a suggestion on how CVP Inc could improve its services.

Appeal occurs when a tenant or member requests that a decision made by CVP Inc is formally reviewed and seeks a different outcome.

Complaint is when a tenant or member informs CVP Inc they are dissatisfied with the standard or type of service received and requests a response or resolution.

Complainant refers to a CVP Inc tenant or member who has made a complaint.

Appellant refers to a CVP Inc applicant or tenant who has lodged an appeal.

Principles

CVP Inc provides avenues for applicants, tenants and members to provide feedback, lodge appeals and complaints, and will use these opportunities to monitor and improve its service delivery.

CVP Inc's feedback, appeals and complaints processes are written in simple language so they are easily understood by everyone.

Applicants, tenants and members have the right to provide feedback, complain about the quality of CVP Inc's service, and to appeal a decision made by CVP Inc within 3 months of the decision being made.

Applicants, tenants and members who provide feedback, lodge a complaint or an appeal will not be disadvantaged or penalised in any way for doing so.

CVP Inc adopts a transparent and open-minded approach to receiving, reviewing and responding to feedback, complaints and appeals.

Feedback

CVP Inc is committed to improving the quality of its services. Applicants, tenants and members can assist by providing feedback.

Feedback can be a compliment when applicants, tenants or members have had a positive experience and enjoyed services provided. Or it can be a suggestion on how CVP Inc could improve services.

Applicants, tenants and members can provide feedback at any time by attending CVP Inc's office in person, or contacting staff by phone or email. CVP Inc's Action Form may be used to provide feedback.

People providing feedback will be offered the option of receiving advice of any outcome that may result from their feedback.

Applicants, tenants and members may provide anonymous feedback by leaving a note in the Feedback Box in the Village Hub hall.

Tenants also have the opportunity to provide feedback by answering surveys circulated by CVP Inc, attending tenant meetings and getting involved in other tenant engagement initiatives offered by CVP Inc.

How does CVP Inc deal with feedback?

All feedback is logged in CVP Inc's Chintaro system and circulated to the relevant staff members.

If requested, CVP Inc will acknowledge receipt of feedback within 2 working days and, thereafter, communicate outcome within 10 working days.

Complaints

If a tenant or member (or their authorised contact person) is dissatisfied with the standard or type of service provided, they have the right to make a complaint.

In the first instance, tenants and members are encouraged to raise their dissatisfaction with a CVP Inc staff member to see if the issue can be rectified.

If the tenant or member is not satisfied with the outcome, they are able to lodge a formal complaint by filling in an Action Form available at CVP Inc's reception (5 Mackie Street, Victoria Park).

A complaint should be made as soon as possible so that appropriate steps can be taken to address the matter.

What is NOT considered a complaint?

- A request for service, maintenance and/or action by staff;
- Reports of hazards (fallen tree, etc);
- Reports concerning neighbouring properties unrelated to CVP Inc.

What is considered a complaint?

- Reports concerning neighbours within CVP Inc complexes (noise, anti-social behaviour, etc);
- Reports concerning CVP Inc staff or volunteers;

- Reports concerning breaches of privacy in regards to information held by CVP Inc.

How to make a complaint?

Complaints must be lodged in writing, preferably using the Action Form, and either delivered **in person** to CVP's office (M-F, 8:30am-4:30pm) or **posted** to 5 Mackie Street, Victoria Park, WA, 6100.

Complainants are encouraged to provide name and contact details so CVP Inc can inform the complainant of the result of an investigation, if there is one.

While it is preferable that the complainant identifies themselves, CVP Inc will accept anonymous complaints and may decide to make enquiries or carry out an investigation as long as sufficient information is provided.

Identified and anonymous complaints will be reviewed for purposes of improving CVP Inc services.

Complainants must provide all relevant information to enable the complaint to be investigated, including incident location, time and date, persons involved, etc.

Complainants must treat CVP Inc's staff members with courtesy, politeness and respect. Abusive language, discriminatory remarks and threatening behaviour will not be tolerated.

How does CVP Inc deals with complaints?

CVP Inc will log and formally acknowledge receipt of complaint within 2 working days.

The process of reviewing and responding to a complaint will take no longer than 10 working days from the date of acknowledgement.

If there is a delay, CVP Inc will notify the complainant and inform them of an expected timeframe for a response.

In case a complaint relates to an urgent matter, all reasonable efforts will be made to resolve it as quickly as possible.

Complaints will be dealt with by CVP Inc's staff member responsible for the issue being addressed (for instance, tenancy matters will be dealt with by the Housing Officer). CVP Inc's CEO will review complaints with staff to ensure the organisation learns and improves its services.

If the complaint is about the CEO, it will be reviewed and dealt with by the Governance Sub-Committee (GSC) of the Board of Management.

Identified complaints will be dealt with in accordance with CVP Inc's Privacy Policy, and any personal information collected to respond to a complaint will remain confidential and will only be used to help resolve that complaint.

Once CVP Inc has reviewed and investigated the complaint, it will advise the complainant in writing of the outcome, as well as the reasons that led to the outcome.

If the complainant is dissatisfied with the outcome, they can request to have the complaint reviewed by CVP Inc's CEO (or the Board's GSC, in case the complaint is about the CEO).

CVP Inc's CEO and the Board's GSC will only investigate complaints that have already been dealt with in accordance with this policy.

Escalation of a complaint to CVP Inc's CEO or the Board's GSC must occur within 28 days from the date of the initial CVP Inc's response to the complaint.

The complaint will be reviewed by the CEO or the Board's GSC and the outcome communicated to the complainant within 10 working days.

CVP Inc will endeavour to listen and respond to tenants and members promptly and in accordance with timeframes contained in this policy.

CVP Inc reserves the right to cease communication regarding a complaint if a complainant displays aggression, verbally abuses staff or other tenants or members, and/or makes inappropriate demands.

Appeals

Applicants for Community Housing and tenants at CVP Inc have the right to ask CVP Inc to review a decision that affects them.

CVP Inc gives applicants and tenants information about how to lodge an appeal.

CVP Inc encourages applicants and tenants to involve an advocate or support person at any point in the appeals procedure.

Appealable decisions include:

- Eligibility for housing
- Removal from wait list
- Property type (bedsit/1 bedroom - downstairs/upstairs) allocated
- Unit transfers
- Request for modifications (for disability/medical reasons only)
- Permission to be absent from property
- Tenant charges other than rent
- Poorly-handled complaints

CVP Inc will not consider appeals regarding:

- CVP Inc's internal policies
- CVP Inc's internal administrative and funding matters

- CVP Inc's planned maintenance and refurbishment schedule
- Disputes between tenants
- Decisions that apply generally to all tenants (e.g. rent increases)
- Breaches of the *Residential Tenancy Act 1987*
- Decisions made more than 3 months ago
- Decisions made on compassionate grounds

How does CVP Inc deals with appeals?

Appeals must be lodged in writing by completing the Appeals Form (Appendix) and presenting it at CVP Inc's office or mailing it to 5 Mackie St, Victoria Park, 6100, WA.

CVP Inc will record the appeal in its Chintaro system. It will acknowledge, in writing, receipt of the appeal within 2 business days.

The appeal will be reviewed and considered by CPV's Inc CEO.

Assessment of the appeal will consider all available information, including relevant information on file or submitted by the appellant, as well as any new information that was not available to the original decision maker. The review may include an interview with the appellant and/or their support person or advocate.

Within 10 working days of acknowledging the appeal, CVP Inc will communicate, in writing, the outcome of its assessment and the reasons that led to it. If the matter is complex and requires more time for a resolution, that will be explained to the appellant and a timeframe established.

If the appellant is not satisfied with the outcome of their appeal, they may request to have the appeal reviewed by CVP Inc's Board of Management Governance Sub-Committee (GSC).

Sub-Committee members will advise if they have any conflict of interest in reviewing the matter.

The GSC will only investigate appeals that have been already reviewed in accordance with this policy.

Escalation of an appeal to CVP Inc's Board GSC must occur within 28 days from the date of the initial CVP Inc's response to the appeal.

The Board's GSC will review the appeal outcome and communicate its decision to the appellant within 10 working days.

If still dissatisfied with the decision, appellants might choose to contact the Department of Consumer Protection to explore their rights under the Residential Tenancies Act.

Action Request Form

(Complaints, suggestions and feedback)

The purpose of this form is to assist Connect Victoria Park staff in addressing and tracking complaints, suggestions and feedback. Please attempt to resolve matters with fellow tenants personally whenever possible. CVP staff will endeavour to contact you within 2 working days for urgent matters and feedback outcomes within 10 days, if requested.

| | |
|---|--|
| Name | |
| Unit Address | |
| Date | |
| Please tick as required | <input type="checkbox"/> Urgent <input type="checkbox"/> Not urgent <input type="checkbox"/> Please contact me to discuss further <input type="checkbox"/> Please inform me of the outcome |
| Details | |
| Signed | |
| <u>Office Use Only</u> <i>Action Taken:</i> <i>Signed:</i> _____ <i>Date:</i> _____ | |

Appeal Form

Applicants and tenants may appeal a decision that affects them (please refer to appealable decisions in CVP's Complaints & Appeals Policy) within 3 months of decision being made. CVP will acknowledge receipt of appeal within 2 working days, and communicate the outcome of a review within 10 working days.

| | |
|--|--|
| Name | |
| Contact details | |
| Date of appeal | |
| Date of original decision | |
| Original Decision | |
| Reasons why you believe the decision is wrong | |
| What do you believe is an alternative outcome? | |
| Signed | |
| <u>Office Use Only</u> Received by: Signed: Date: | |