

Complaints Process & Form



Women's Housing Company is committed to investigate all written complaints to the best of our ability and within the restrictions of tenancy law and privacy legislation. Complainants known to WHC as having language and / or writing difficulties and/ or those who express such difficulties are encouraged to attend the WHC office to allow for an administration worker to assist them with the written complaint; alternatively they will be encouraged to make use of an advocate of their choice.

WHC will apply the principle of "innocent until proven guilty" and follow procedural fairness for any cases dealing with disputes.

In order to assess disputes, evidence is required and as part of the assessment WHC may request further evidence.

Step 1

Ring the office and discuss your concerns with your housing worker.

When you make a phone call or leave a message about a complaint staff will record a file note.

If the matter is still not resolved to your satisfaction by your housing worker - please put your complaint in writing to the **Senior Housing Manager**, you can request the Complaints Process & Form.

If the complaint is about a WHC Manager, please go straight to **Step 3**.

If the complaint is about the CEO, please go straight to **Step 4**.

Step 2

The Senior Housing Manager, or delegate, will assess and / or investigate the issues raised. A written advice regarding the assessment / investigation will be issued within **10 working days** of receiving the written complaint. Depending on the severity of the matter, a final resolution may not be achieved for a lengthy period of time.

If the matter is not resolved to your satisfaction by the Senior Housing Manager, or delegate, you can send a request for further investigation to the **CEO**.

Step 3

The CEO will investigate the issues raised and the response by WHC to date.

A written advice regarding the investigation will be issued within **10 working days** of receiving the complaint.

If the matter is not resolved to your satisfaction by the CEO, you can send a request for further investigation to the **Board of Directors**.

Step 4

The Board of Directors will investigate the issues raised and the response by WHC to date. As the Board of Directors meets monthly, and depending on the complexity of the complaint, the Board may decide to set up a sub-committee to investigate the matter. A written advice regarding the process will be issued within **5 weeks** of receiving the complaint. The Board will only be able to access a tenant file once written permission has been received, you will be issued a form to this effect.

If the matter is not resolved to your satisfaction by the Board of Directors, you may take your complaint external to Women's Housing Company. This may be the **Office of Community Housing** the **NSW Ombudsman** or the **NSW Federation of Housing Associations** .

Please see contact details for these agencies and tenant advice services below.

External **COMPLAINTS** contact details

NSW Ombudsman

Community Services Division

Ph: 9286 1000

Independent and impartial watchdog organisation.

The Ombudsman will ensure that as an organisation we adhere to our obligations.

Office Of Community Housing

Ph: 8753 8280

This is the government organisation funding and registering housing associations.

NSW Federation of Housing Associations

Ph: 9281 7144

Peak organisation of all housing associations in NSW.

External **ADVICE** contact details

Tenants' Advice and Advocacy Services

Inner Sydney 9698 5975

Inner West 9559 2899

East 9386 9147

North 9964 9654

South 9787 4679

West 9891 6377

South West 9601 6577

Aged Tenants' Service 1 800 451 488

Greater Sydney 9690 0020

Services for Aboriginal and Torres Strait Islander

1 800 451 488

Community Justice Centre

Bankstown 9790 0656

Penrith 4732 1933

This is an independent agency established to **mediate** disputes – all involved parties involved in the dispute must be willing to attend a meeting, mediate and to negotiate towards a solution.

Housing Appeals Committee

9 Deane St

Burwood

Ph: 9715 7955

This body will hear from tenants and applicants who are not happy with a decision made by a housing provider. They will seek information to ensure that all guidelines/ policies are **adhered to** and processes are fair. A form needs to be lodged **after** your appeal to WHC was rejected.

For access to an interpreter call the Telephone Interpreter Service 131 450

Women's Housing Company Ltd, level 5, 74-84 Foveaux St, Surry Hills NSW 2010

Ph 02 9281 1764, Fax 02 9281 0148, reception@womenshousingcompany.org

Complaints Form



Please note

If you are a WHC tenant living in a property rented on the private rental market by WHC and you are complaining about a non-WHC tenant, it is important you are aware that WHC has less control over the process or outcome of complaint.

- All complaints from tenants in leasehold properties will be referred to the real estate, and / or Strata.
- You will be advised in writing about any outcomes.
- It is important you keep us informed if the issue persists.

You may raise a complaint about:

- Another tenant
- Another tenant's visitors
- A contractor
- A WHC staff member
- A particular service you did or did not receive from WHC

Women's Housing Company may offer any of the following, or a combination of any of the options listed below to resolve the matter:

- Block meeting of all tenants at the block of units where you live (this may not be possible for WHC to arrange if you live in a leasehold property)
- Mediation at WHC office
- Referral to a Community Justice Centre
- Application to the Consumer Trader and Tenancy Tribunal

Confidentiality

We will maintain your confidentiality and will not disclose details of your identity, unless we are legally required to do. However, we cannot guarantee that your identity will not become evident to the person you are complaining about once we approach them with details of your complaint.

Your safety is paramount

We advise you to contact your local police or your local court if you have been intimidated, harassed or if your safety has been compromised by another person. This includes illegal activity such as drug dealing, break and enters.

YOUR DETAILS

NAME _____ PHONE _____

ADDRESS _____

DETAILS OF THE PERSON/S you are complaining about

NAME _____

ADDRESS _____

Please be advised, we cannot investigate your complaint if you cannot provide the name and address of the person you are complaining about.

Please describe the nature of the complaint as best as you can, you can also tick any relevant box:

- | | |
|--|---|
| <input type="checkbox"/> Parking | <input type="checkbox"/> Use of strong language |
| <input type="checkbox"/> Washing lines | <input type="checkbox"/> Behaviour of visitors |
| <input type="checkbox"/> Rubbish/Garbage bins | <input type="checkbox"/> Being harassed by the other tenant |
| <input type="checkbox"/> Capital common area issue | <input type="checkbox"/> Use of abusive language towards you |
| <input type="checkbox"/> Pets | <input type="checkbox"/> Threats of violence made against you |
| <input type="checkbox"/> Noise/loud music | <input type="checkbox"/> Being physically assaulted by the other tenant |
| <input type="checkbox"/> Other _____ | |

Please provide details of the above incident/s and indicate when (dates and times) and how often these have occurred (please attached separate sheets if necessary)

Please indicate how the above incident/s affect your tenancy in a negative way

If you have approached the person you are complaining about, please express why this was not successful to solve the matter

The issue you are complaining about may also be a criminal matter

If you have contacted the police please provide us with an Event Number _____

Your Signature _____

Date: _____