

Complaints

Feedback on our Services

The Women's Housing Company (WHC) aims to provide high quality services at all times. However, we understand that there may be occasions when you are not happy with the services we provide.

In these circumstances, we encourage you to make a complaint as this provides valuable feedback about our services and helps us to improve.

What is a Complaint?

The Women's Housing Company defines a complaint as an expression of dissatisfaction with the quality or standard of a specific service we have provided.

This includes services provided by staff or a maintenance contractor engaged by the Women's Housing Company.

Some examples of complaints include:

- **Failing to provide a service** such as not completing a repair, not conducting a tenant visit or not issuing a rent statement
- **Inappropriate staff behaviour** such as not returning a phone call
- **Poor administration of a service** such as not recording changes in circumstances or not sending appropriate forms
- **Inconsistent or inaccurate service** such as responding differently in similar circumstances or providing incorrect information about WHC policies



How can I Make a Complaint?

During business hours, you can call our office on 9281 1764 or 1300 942 111 (outside Sydney).

Email us Contact@womenshousingcompany.org

Send a letter to our office at Suite 901, Level 9, 418A Elizabeth Street, Surry Hills, NSW 2010.

You may request a meeting to speak with us in person. You can bring a friend or an advocate. We can arrange for an interpreter if required.

Assistance to Make a Complaint

We can assist you to make a complaint if required, for example, by explaining the process, arranging an appropriate support service or an interpreter.

External bodies can also provide assistance:

- Local Tenants' Advice and Advocacy Services listed on www.tenants.org.au
- Community Legal Centres listed on www.clcnsw.org.au
- NSW Fair Trading Information Centre, contactable by calling 133 220 or via www.fairtrading.nsw.gov.au



What Happens Next?

Making a complaint about our service delivery will not result in any form of retaliation or discrimination. You should feel safe and assured that you will be heard respectfully and professionally.

We will send you a letter or an email to confirm receipt of your complaint within 3 business days.

As part of our complaints management process, we may call you for clarification on the matter. We may be able to resolve your concerns by providing additional information.

How are Complaints Managed?

Any staff member can receive a complaint and record the details in our complaints management system.

Complaints are dealt with professionally and with confidentiality. If a complaint is about the behaviour of a staff member, their supervisor will handle the complaint.

Your complaint will be investigated thoroughly and impartially, with detailed notes kept on file.

We aim to resolve complaints within 15 business days of receipt. If more time is required to complete an investigation, we will advise you of the anticipated date of resolution and any reasons for the delay.

You will receive written notification of the outcome of your complaint.

What if I Disagree with the Outcome of my Complaint?

If you are unhappy with the outcome of your complaint, you can escalate the matter in writing to the Senior Management Team (SMT).

A member of the SMT will review how the complaint was dealt with and the outcome. You will be advised of the SMT's decision within 10 business days of receiving the request to review. The SMT's decision is final.

How is Information about Complaints Used?

We regularly review information from complaints to identify issues and trends, in order to improve the way we deliver services.

Complaint numbers, types and outcomes are regularly reported to the Board.

The National Regulatory System for Community Housing (NRSCH) also requires reporting of complaint data, which we de-identify for privacy.

Other Avenues for Complaints

NSW Civil and Administrative Tribunal (NCAT) handles tenancy disputes between tenants and landlords.

Tenants who believe that the WHC has breached its obligations under the *Residential Tenancies Act 2010* can contact NCAT on 1300 135 399 or visit www.ncat.nsw.gov.au

The **Registrar of Community Housing** investigates complaints that raise concerns about a registered community housing provider's compliance with the Regulatory Code, under the National Regulatory System for Community Housing (NRSCH), including the way it is governed or how it manages its assets.

A complaint can be made by contacting the Office of the Registrar of Community Housing on 1800 330 940 or by using their online form found at www.nrsch.gov.au/complaint_form