

POH1401

COMPLAINTS AND APPEALS POLICY

PURPOSE

Women's Property Initiatives (WPI) will perform its obligation as a landlord under the *Residential Tenancies Act 1997 (Vic)*, which ensures the tenants' right to good quality and affordable housing.

This policy and the associated procedure outline how WPI handle dissatisfaction with service provision and/or decisions. Its purpose is to:

- allow tenants and applicants the right to complain and appeal;
- make it easy for tenants and applicants to exercise that right; and
- help WPI review what is and isn't working well in the organisation.

POLICY SCOPE

This policy only applies to complaints and appeals made by tenants, applicants and other stakeholders. It does *not* include:

- disputes or grievances from staff or management (these are covered under WPI's human resource management policies).
- complaints by a tenant about someone else outside the organisation.
- disputes that are covered by other legislation e.g. a dispute about tenant or landlord responsibilities that come under the jurisdiction of the *Residential Tenancies Act (Vic) 1997*.

POLICY STATEMENT

WPI is committed to:

- allowing tenants and applicants the right to complain and appeal
- making it easy for tenants and applicants to exercise that right by ensuring tenants and applicants are informed about how to make complaints and appeals decisions
- taking all complaints seriously and ensuring complaints and appeals are addressed promptly and fairly
- respecting the right to privacy and confidentiality of the person making the complaint or appeal
- registering, investigating, resolving and recording complaints and appeals within 30 days
- keeping tenants and applicants making a complaint informed as to the progress and outcomes of their complaint
- enabling tenant and applicants' views to influence how WPI delivers its housing services.

RELEVANT DOCUMENTATION

PPH1411 Complaints and Appeals Procedure

POH1801 Tenants' Rights and Participation Policy

WPI Tenant Survey Report (conducted every two years)

Related Standards

- Standard 1.1 Allocation of Housing
Standard 3.6 Appeal Rights of Applicants and Tenants

RELEVANT LEGISLATION

Residential Tenancies Act (Vic) 1997
Housing Act (Vic) 1983

DEFINITIONS

- Appeal** When a tenant or applicant asks for a decision made by WPI to be reviewed.
Complaint When a tenant or applicant tells WPI they are dissatisfied with our service, standards, practices or policies.
Dispute An argument or disagreement, or a failure to agree. A dispute is not a complaint.

Policy number	POH1401	Version	0.1
Approved by Board on	3 Feb 2015	Board Min Reference	11.4
Responsible person	CEO	Person responsible to review	Operations Manager
		Scheduled review date	Jan 2020