

POH1401

COMPLAINTS AND APPEALS POLICY

1. PURPOSE

Women's Property Initiatives (WPI) performs its obligation as a Residential Rental Provider under the *Residential Tenancies Act 1997 (Vic)*, which provides for the renter's right to good quality and affordable housing.

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

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

2. POLICY SCOPE

This policy only applies to complaints and appeals made by renters, 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 renter about someone else outside the organisation.
- disputes that are covered by other legislation e.g. a dispute about renter or Residential Rental Provider's responsibilities that come under the jurisdiction of the *Residential Tenancies Act 1997 (Vic)*.

3. POLICY STATEMENT

WPI is committed to:

- allowing renters and applicants the right to complain and appeal a decision
- making it easy for renters and applicants to exercise that right by ensuring renters and applicants are informed about how to make complaints and appeal decisions
- taking all complaints received seriously and ensuring any 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 (where possible) and recording complaints and appeals within 30 days of receiving notice of the complaint or appeal (as the case may be)
- keeping renters and applicants who make a complaint informed as to the progress and outcome of their complaint
- enabling renters' and applicants' views to influence how WPI delivers its housing services.

4. RELEVANT DOCUMENTATION

PPH1411 Complaints and Appeals Procedure
 POH1801 Renters' Rights and Participation Policy
 POH1924 Privacy and Information Sharing Policy
 POG1703 Privacy Policy
 POHR1801 Staff Code of Conduct 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 Renters

5. RELEVANT LEGISLATION

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

6. DEFINITIONS

Appeal *When a renter or applicant asks for a decision made by WPI to be reviewed.*

Complaint *When a renter or applicant tells WPI they are dissatisfied with WPI's service, standards, practices or policies.*

Dispute *An argument or disagreement, or a failure to agree. A dispute is not a complaint.*

7. POLICY REVIEW AND VERSION CONTROL

Policy number	POH1401	Version	3
Approved by Board on	13 September 2021	Circular Resolution Number	10/21 1.4.7
Responsible person	CEO	Person responsible to review	Operations Manager
Review completed on	16 August 2021	Scheduled review date	12 September 2023