



Policy B5: Complaints and Appeals

Purpose & Scope

Complaints and appeals processes give clients a way of expressing any dissatisfaction with our service and of having their concerns dealt with quickly and effectively.

Effectively managing complaints and appeals helps us to maintain and improve our service quality and ensure clients have their issues resolved. The procedures guide us in responding appropriately and fairly to complaints and appeals. A list of procedures relevant to clients, staff and contractors is provided.

Client Complaints and Appeals Process- Policy B5.2
Grievance and Dispute Resolution for Staff- Policy E5.1
SAAP/CAP 1st Thirteen Weeks- Dispute Process- Policy G7.3
Outsourcing Tenancy Management- Disputes and Grievances- Policy G8.4
Dissatisfaction with Contractors/Tradespersons- Policy H1.5.3
Repairs and Maintenance; Complaints and Appeals- Policy H3.5.2

Informing Documents

Housing Regulation 2003/2006 - S29. Dispute resolution and review of decisions
National Community Housing Standards – 3.6 Complaints and Appeals
Community Service Regulation 2008 – S10 Dealing with complaints
Community Service Standards 5.1 Feedback and complaints 5.2 Complaints by clients

Policy Statement:

North West Youth Accommodation Service is committed to facilitating our clients' right to make a complaint about our service, to appeal a decision we have made that directly concerns them, and to ensuring that their complaint or appeal is fairly addressed and responded to promptly.

We are committed to having processes for managing complaints and appeals that are legal, ethical, consistent and systematic. This includes:

- informing clients about how to make a complaint, using either internal or external mechanisms;
- advising clients about their options for appealing a decision about the service they receive;
- providing written reasons to clients for decisions (other than complaints), that relate to them, when requested or appropriate;



- ensuring support and advocacy is available to clients who make a complaint or appeal a decision;
- ensuring clients are not disadvantaged by making a complaint or appealing a decision;
- dealing with complaints and appeals in a timely and culturally appropriate manner;
- advising clients of the outcomes of their complaints or appeals, providing written responses where requested or appropriate;
- taking the outcomes of complaints and appeals into account in planning service improvements.
- Ensuring that the handling of complaints is impartial, professional and consistent with the principles of natural justice.

Supporting Policies / Procedures

Pr B5.1 Informing Clients about Complaints and Appeals Procedures

Pr B5.2 How clients can make a complaint or appeal a decision

Pr B5.3 How Complaints and Appeals are managed

Pr B5.4 Complaint and Appeal Finalisation

Po C3.4 Conflicts of Interest

