

Compliments. Complaints. Appeals.

Your feedback is
important to us.



Housing Choices residents have the right to make a complaint.

We commit to:

- Responding to complaints and appeals in a timely and fair way.
- Having an accessible complaint handling and resolution process that is available to everyone.
- Work with complainants to take all reasonable steps to investigate and find a resolution within 30 days.

What is a complaint?

A concern that something about our products, services, staff, or complaint handling is wrong or not satisfactory. Complaints are best handled when reported as early as possible. While there is no time limit on raising a complaint, our ability to resolve issues may lessen if a long period of time has elapsed between the concern that something is wrong or not satisfactory to making a complaint. We understand that complaining can be difficult and we will support complainants to make their issue known and work to resolve it in a way that is comfortable for the person complaining.

What is a Neighbourhood Dispute?

Two (or more) neighbours disagree about something that then becomes a source of distress and frustration. It is common for both sides of the dispute to have done things to annoy the other person. If you are having difficulty with a neighbour, ask your Housing Officer about our Neighbourhood Dispute Process for steps to help improve the situation.

Giving feedback

When something goes wrong, we are here to listen and work with you to resolve the issue as soon as possible.

You don't need to try this option before making a formal complaint.

You do not lose your opportunity to make a formal complaint if you choose to speak to us informally first.

What is a compliment?

Compliments are praise or congratulations about any aspect of our services, performance or how we conduct our business. Compliments help us identify our best practices and we try to duplicate them across other services.



The safety of our residents and the broader community is important to us.

We have different internal systems to manage issues about safety. If the issue in your complaint relates to you or someone else being harmed, abused, or neglected we will need to manage this in a different system. We will tell you which system and what to expect in these situations.

We listen to people using our services, their advocates, or representatives and welcome both compliments and complaints made on your behalf by those who are authorised to do so.

We accept complaints from all residents and members of the community including:

- Young people and children
- People with disabilities
- Aboriginal and Torres Strait Islander Peoples
- People from culturally diverse backgrounds; and
- The advocates and representatives of all the above.

How can I lodge a compliment or complaint?

You can lodge a compliment or complaint by phone: 1300 312 447, email: complaints@hcau.org.au or website: <https://www.housingchoices.org.au/residents/complaints> about any part of our service, the way we do business or the advice we've given you.

You can also visit our offices - check out the back page for locations.

I am an NDIS participant living in your specialist disability accommodation

If you're not satisfied with aspects of the housing we've provided you under the NDIS, you can provide feedback directly to the NDIS Quality and Safeguarding commission.

P 1800 035 544
www.ndiscommission.gov.au

My complaint is about human rights

If you have a complaint regarding any form of discrimination, you may contact the state-based authority or Australian Human Rights Commission.

P 1300 365 419
www.humanrights.gov.au

What happens if I want to withdraw a complaint?

You may withdraw your complaint at any time by advising Housing Choices or, by notifying any other authority you have involved in your complaint. Housing Choices will acknowledge the withdrawal of your complaint in writing, note the reason for the withdrawal, and close the complaint. To ensure your safety to make a complaint and be heard, we may follow up to make sure no one is forcing you to withdraw your complaint.

What happens when I lodge a complaint?

1. Listen.

Once you come to us with a complaint, our staff will listen to your complaint and guide you through our process.

2. Acknowledge.

We will issue you a formal acknowledgement letter within **2 days** of your complaint being received. This will outline the issues of your concern, the next steps of the process and the person responsible for collaborating with you to resolve your complaint.

3. Review.

We will reach out to you in your preferred way within **5 days** to discuss your complaint. We will review the issue and prepare some options to support resolution.

4. Collaborate.

We will discuss resolution options with you and seek your ideas on what you think is most important to the issue and how to resolve your complaint..

5. Act.

We will tell you what we will do and how long it will take. We are committed to resolving all complaints within **30 days** of receiving them.

6. Communicate.

We will keep you informed of the resolution progress and when actions are completed. You will receive copies of all letters when the resolution is complete.

How do I appeal a complaint decision?

What is an appeal?

An appeal is a request to review a complaint outcome.

There is no time limit on when appeals are raised with us. We feel it is important that any issue with our service, conduct, staff, and complaint handling be addressed and resolved.

If you've made a complaint with us and think we have not followed our process, you can appeal the decision.

Contact the Manager Quality Assurance via our email, complaints@hcau.org.au or phone, 1300 312 447. Provide your complaint number and our Manager Quality Assurance will have an initial response about next steps within two business days.

Your Privacy and Confidentiality

You can choose to make a complaint anonymously to us. We will let you know if being anonymous is making it difficult to work with you to find a resolution to your issue.

We respect your request to have your identity remain confidential and your personal information will only be disclosed if:

- Required by law; or
- Is appropriate in the circumstances, and you have provided your consent.

For information on how we collect, use, and disclose your information, visit our website.

I need help with my complaint or appeal.

If you need help giving feedback, or making a complaint, or an appeal, or a compliment, call us on **1300 312 447** or email **complaints@hcau.org.au**

Consumer Affairs Victoria	1300 558 181	www.consumer.vic.gov.au	VIC
Tenants Union Victoria	1800 068 860	www.tuv.org.au	
Victoria Legal Aid	1300 792 387	www.legalaid.vic.gov.au	
Justice Connect, Homeless Law	1800 606 313	www.justiceconnect.org.au	
Victorian Ombudsman	03 9613 6222	www.ombudsman.vic.gov.au	
VCAT (Tribunal)	1300 018 228	www.vcat.vic.gov.au	
Victorian Housing Registrar	03 7005 8984	www.housingregistrar.vic.gov.au	

Consumer Affairs Tasmania	1300 654 499	www.consumer.tas.gov.au	TAS
Tenants Union Tasmania	1300 652 641	www.tutas.org.au	
Legal Aid Commission Tasmania	1300 366 611	www.legalaid.tas.gov.au	
Ombudsman Tasmania	1800 001 170	www.ombudsman.tas.gov.au	
NRSCH Housing Registrar	03 6166 3628	www.communities.tas.gov.au/housing	

RentRight SA	1800 060 462	www.syc.net.au/home/rentrightsa	SA
SACAT (Tribunal)	1800 723 767	www.sacat.sa.gov.au	
Ombudsman SA	1800 182 150	www.ombudsman.sa.gov.au	
Office of Housing Regulation	08 7424 7206	www.sa.gov.au	
Office of Consumer + Business	131 882	www.cbs.sa.gov.au	
Legal Services Commission	1300 366 424	www.lsc.sa.gov.au	

NSW Fair Trading	133 220	www.fairtrading.nsw.gov.au	NSW
Tenants Union NSW	02 8117 3700	www.tenants.org.au	
Legal Aid NSW	1300 888 529	www.legalaid.nsw.gov.au	
Ombudsman NSW	02 9286 1000	www.ombo.nsw.gov.au	
NCAT (Tribunal)	1300 006 228	www.ncat.nsw.gov.au	
Community Housing Registrar	1800 330 940	www.rch.nsw.gov.au	



Find Us.

All office hours 9.00am – 5.00pm

Adelaide

192 Waymouth Street
Adelaide SA 5000

Port Augusta

21/50 Augusta Terrace
Port Augusta SA 5700

Devonport

5 Steele St
Devonport TAS 7310

Preston

137 High Street
Preston VIC 3072

Hobart

Level 7, 39 Murray Street
Hobart TAS 7000

Shorewell Park

11A Wiseman St
Shorewell Plaza TAS 7320

Melbourne

Level 3, 350 Queen Street
Melbourne VIC 3000

Surry Hills

Suite 309, 410 Elizabeth Street
Surry Hills NSW 2010