

Tenant rights and participation

Complaints policy

Policy section: 3.0

Policy: 3.6

Section name: Tenant rights and participation

Document name	Complaints
Applicability	Mission Australia Housing
Authorisation	Senior Management Team
Policy date	January 2016
Document version	Version 1
Policy owner	National Operations Manager
Review date	January 2019

1 Purpose

- 1.1** To ensure that Mission Australia Housing (MAH) has a consistent, transparent, systematic, and timely approach to managing and monitoring **complaints** and other feedback on its services.

2 Related policies

- 2.1** This policy should be read in conjunction with the:
- 2.1.1** [Good Neighbour Policy](#), which outlines how disputes between neighbours will be handled.
- 2.1.2** [Appeals Policy](#), which outlines how MAH responds to appeals of its decisions.

3 Scope

- 3.1** This policy applies to:
- Staff responsible for managing applications, client enquiries, tenancies, and properties of MAH
 - Tenants and applicants of MAH, as well as their support providers.
- 3.2** This policy does not apply to:
- Disputes between tenants of MAH

- Appeals of decisions made by MAH
- Employee grievances with MAH.

4 Guiding principles

- 4.1 MAH respects and values the views of all tenants and communities, and invites both positive and negative feedback about its services from tenants, applicants, or their representatives.
- 4.2 An effective complaints process can highlight areas for improvement in MAH service delivery. MAH will use complaints and other feedback data to improve and develop its services.
- 4.3 MAH takes a transparent, consistent, systematic and timely approach to managing, analysing and responding to feedback about its services.
- 4.4 Any person making a complaint will be treated respectfully.
- 4.5 MAH ensures that its complaints handling process is clear and accessible.
- 4.6 Complaints will be treated confidentially as per the [Privacy and Confidentiality Policy](#).
- 4.7 MAH upholds accountability and transparency through its record keeping practices.

5 Policy

- 5.1 MAH staff will inform tenants, applicants and other relevant stakeholders of their right to complain about the services of MAH.
- 5.2 Tenants or applicants making a complaint will be offered assistance, such as a referral to a Tenant Advocate.
- 5.3 Complaints will be received verbally or in writing.
- 5.4 Complaints will be treated confidentially as per the [Privacy and Confidentiality Policy](#).
- 5.5 Anonymous complaints will be accepted and investigated, although only complaints with contact details are able to be responded to.
- 5.6 Where contact details are provided, complaints will be acknowledged within 7 days and responded to within 28 days. MAH will advise complainants in writing of time delays in responding to their complaint.
- 5.7 Complaints will generally be reviewed by the National Operations Manager or their delegate, and referred to Team Leaders or other appropriate staff for response.
- 5.8 Complaints about staff will not be reviewed by the staff member who is the subject of the complaint but will be reviewed by a more senior staff member.
- 5.9 MAH will use complaints data to review and improve its services.

6 Definitions

For the purpose of this policy, a **complaint** is an expression of dissatisfaction made by a tenant, applicant or their representative with the service provided by MAH.

Examples of reasons for complaints include:

- Rude or inappropriate behaviour from staff
- Staff not following MAH policy
- Poor delivery of service from staff, such as not returning phone calls

For the purpose of this policy, a **complainant** is a person making a complaint.