

# Appeals & complaints



**Mission Australia Housing (MAH) encourages applicants, tenants and other stakeholders to provide feedback to the organisation including appealing a decision that was made by MAH or to make a complaint about the services we provide.**

This feedback is used as part of a continuous process of service delivery review and improvement. Applicants and tenants will not be discriminated against for lodging an appeal or a complaint and the privacy and confidentiality of all stakeholders will be respected.

## What is an appeal?

An appeal is a request for a decision that MAH has made to be reviewed. Examples of decisions that can be appealed include:

- Decisions relating to how rent is calculated
- Property offers and withdrawals of offers
- Property entitlements
- Transfer requests
- Succession of tenancy requests

## What is a complaint?

A complaint is an expression of dissatisfaction with a response or a service that MAH provides.

## Who investigates appeals and complaints?

Appeals and complaints are handled by Team Leaders and Operations Managers for MAH and in some cases the MAH Senior Management Team which includes the Executive, Housing.

An appeal will not be reviewed by the staff member who originally made the decision and if a complaint relates to a specific staff member they will not be involved in investigating the matter.

## When will I receive a response to my appeal or complaint?

Once you have lodged an appeal or complaint, MAH aim to provide an acknowledgement of receipt within 7 days of MAH receiving it.

In most cases, MAH aim to fully investigate all appeals and complaints and provide a full response within 28 days. In some cases where further investigation is required, and a response cannot be provided within this timeframe, MAH will contact you to advise of the expected timeframe for a response.

*MAH will be unable to provide a response to any complaints where a name and method of contact has not been provided.*

## What can I do if I am unhappy with the outcome of my appeal or complaint?

**If you are unsatisfied with the response to your appeal or complaint provided by MAH, you can refer the matter to an external agency.**

Your local MAH office can provide you with information on external agencies in your state.

## How can I lodge an appeal or complaint?

**If you would like to appeal a decision that was made or lodge a complaint, you can do so in the following ways:**

- In person – at one of our MAH offices
- By email

- By letter
- By phone
- By completing our appeal and complaint form and returning it to any MAH office

*Please note that complaints can be lodged anonymously.*

## Mission Australia Housing fact sheet 1: Appeals & complaints

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### Important information

- Mission Australia Housing will use appeals and complaints as a way of monitoring and improving the services we provide.
- You will not be discriminated against or punished for lodging an appeal or a complaint.
- All customers will be treated with respect at all times.
- The privacy and confidentiality of all customers will be respected during the appeals and complaints process.
- Mission Australia Housing will respond in a timely manner to all complaints and appeals received.
- You will be given information and contact details of free tenancy and advocacy services.
- You can bring an advocate, support worker or friend to any meeting with Mission Australia Housing.
- Not all decisions are appealable. Refer to the Mission Australia Housing Appeals Policy for details.

**For more information regarding the appeals and complaints process, please contact your local MAH office.**

**Our appeals and complaints forms can be located on our website [missionaustralia.com.au/housing](https://missionaustralia.com.au/housing) or call our Hotline on 1800 269 672 for a copy.**

### Contact us



**Mission Australia Housing**

580 George Street  
Sydney NSW 2000



1800 269 672



[missionaustralia.com.au/housing](https://missionaustralia.com.au/housing)

If you require assistance in another language please contact Translating and Interpreting Service (TIS) National on 131 450.

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