

Complaints

1. Policy Statement

1.1. Summary

At YourPlace Housing (YourPlace), our key focus is to provide great homes, support communities and improve lives by being a leading South Australian community housing organisation.

We adopt a person-centred approach in developing relationships with our tenants, their families and support networks.

YourPlace Housing (YourPlace) is committed to providing a Compliment and Complaints Management and Resolution system that is accessible, transparent, inclusive, and responsive. This procedure outlines YourPlace's approach for the effective management and resolution of complaints that supports tenants, their families and support networks.

1.2. Definitions

In defining a complaint, YourPlace has adopted the definition from the Australian Standards AS/NZS ISI 10002:2014 and NDIS Quality and Safeguards Commission. A complaint is defined as:

“An expression of dissatisfaction made to or about YourPlace, our services or our staff including how the handling of a complaint was managed where a response or resolution is explicitly or implicitly expected or legally required.”

You do not necessarily have to expressly state that you wish to make a complaint to have an issue or concern dealt with as a complaint. Regardless of whether it is a simple or complex issue, we aim to treat it seriously, as it is an opportunity to let you know that your input is valued and will allow YourPlace to improve services at the same time.

1.3. Principles

You can expect that YourPlace Housing will:

- > Actively encourage you (our tenants, their families, and support networks) to provide feedback or raise concerns about any aspect of the services delivered by YourPlace Housing that do not meet your expectations.
- > Respect that you, your family, and support networks can decide how, when and where you wish to make a complaint.
- > Provide you with ongoing information about YourPlace's Complaints Management and Resolution procedures to ensure they are always accessible, easily understood and culturally relevant.
- > Resolve your complaint in a confidential and fair manner with your personal views respected.

- > Help you to find a support person or advocate to assist you if you choose.
- > Inform you of your right to make a complaint to a regulatory body or authority such as the Office of Housing Regulation or NDIS Quality and Safeguarding Commission.
- > Throughout the complaint handling process YourPlace Housing will support your participation, identify your desired goal, and keep you and your family, or support network informed of all decisions and the reasons of those decisions.
- > Ensure that there are no negative consequences or disadvantage to you or your family, or support network as a result of the complaint.
- > Use the YourPlace Housing Complaints Management and Resolution process to inform service improvement across our organisation.

2. Procedure

2.1. Making a Complaint

Anyone can make a complaint to YourPlace Housing regarding our services, including on behalf on someone else.

Complaints can be made in several ways:

- > By telephone through the YourPlace Housing central number 08 8351 8466
- > Verbally, directly to any YourPlace Housing staff member
- > By visiting the YourPlace Housing office, Monday to Friday 8am to 4pm at 338-340 Tapleys Hill Road, Seaton
- > In writing by email to complaintsandappeals@yourplacehousing.com.au, by letter directed to the Complaints Management Lead, or through completion of the YourPlace Housing Comment, Compliment or Complaint form
- > Via the YourPlace Housing website by completing the Comment, Compliment or Complaint form found at <https://yourplacehousing.com.au/tenant-services/complaints-appeals-compliments/comment-compliment-or-complaint-online-form/>
- > Directly to the Chief Executive Officer by email at ceo@yourplacehousing.com.au.

YourPlace Housing will support you to make a complaint, for example if required we can arrange an interpreter or an advocate to support you or act on your behalf to make a complaint. There are housing and several disability advocacy services that provide this kind of assistance and the organisations below can support you with your complaint or help you find independent services near you. For example:

- > Rent Right SA on 1800 060 462
<https://www.syc.net.au/home/retrightsa/contact-retrightsa/>
- > Advocacy for Disability Access and Inclusion Inc on (08) 8340 4450
<https://advocacyfordisability.org.au/organisations.php>

In all cases, YourPlace Housing can accept anonymous complaints and we will investigate as far as possible.

2.2. Managing complaints

Our Complaints Management Lead will contact you within 2 business days of receipt of your complaint to:

- > Acknowledge receipt of your complaint

- > Obtain further information if required
- > Identify the issue/s for resolution
- > Advise of the complaints management process
- > Clarify the outcome you are seeking.

YourPlace Housing aims to resolve all complaints within 20 business days and will contact you throughout the resolution process to provide you with regular updates and discuss the resolution. If additional time is required to resolve the complaint, an alternative timeframe will be discussed and agreed with you. YourPlace Housing will confirm finalisation of your complaint in writing within 2 business days outlining the decision/outcome.

A complaint that cannot be resolved to your satisfaction will be escalated to the Chief Executive Officer for review. YourPlace Housing intends to resolve escalated complaints within 10 business days from escalation or as otherwise agreed with you.

If a complaint remains unresolved and requires further follow up, or if you are not satisfied with the final resolution offered, we can assist with information regarding a number of options for you to lodge a complaint with an external agency for follow up.

These include:

For complaints specifically regarding YourPlace Housing as a registered Community Housing Provider

- > Office of the Housing Regulation on 08 7424 7206
https://www.nrsch.gov.au/complaint_form.

Complaints about YourPlace Housing Specialist Disability Accommodation (SDA) or as a disability services provider

- > NDIS Quality and Safeguarding Commission on 1800 035 444 (an interpreter can be arranged)
- > National Relay Service and ask for 1800 035 544
- > Or by completing a complaint contact form at:
<https://www.ndiscommission.gov.au/about/complaints>.

3. Related Documents

- > National Regulatory System for Community Housing Code, Regulatory Framework and Evidence Guidelines
- > NDIS Practice Standard and Quality Indicators, January 2020
- > National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018
- > NDIS Quality and Safeguarding Commission, Effective Complaint Handling Guidelines for NDIS Providers
- > Community Housing Providers (National Law) (SA) Act 2013
- > Tenant Handbook.....a place to call home.

4. Document Information

Policy Number	MPolicy03
Author	Senior Manager, Projects
Confidentiality	External
Approved By	CEO
Date Approved	02 September 2021
Periodic Review	This policy will be reviewed annually to check it is operating effectively and whether any changes are required.
Next Review Date	02 September 2022