



Your Place.

Housing

Complaints Policy





YourPlace Housing wrote this **Complaints Policy**.

When you see 'we' or 'us', it means YourPlace Housing.



Some words are written in **bold**. We explain what those words mean.



You can ask a friend, family member, or support person to help you read this policy.



This is a shorter version of the Complaints Policy. It includes the most important information.



You can find the full version on our website.

www.yourplacehousing.com.au



What is in this policy?

Policy Statement	Page 4
Summary	Page 4
Definitions	Page 6
Principles	Page 7
Procedure	Page 10
Making a Complaint	Page 10
Managing Complaints	Page 13
Related Documents	Page 16
Document Information	Page 17
Contact Information	Page 18

Policy Statement

Summary



At YourPlace Housing, we focus on

- providing great homes
- supporting communities
- improving lives



by being a leading South Australian community housing organisation.



We use a **person-centred** approach to build relationships with

- people living in our homes
- their families
- their support networks.



Person-centred means that we put the person, and what they can do and need, as the focus of the service we provide.

We want to make sure that people can give feedback and make complaints in a way that is



- accessible
- clear
- inclusive
- responsive.



A Compliments and Complaints Resolution procedure explains how we deal with your feedback. It includes the things we will do to help you work through your problem.



This document tells you what our goal is when responding to complaints.

Definitions



A **complaint** is:

a person telling us about something that they do not like about us, our services, or our staff.



Our goal is to treat all complaints seriously. This means simple complaints and complex complaints.

We value your complaints and use them to improve our services.

Principles



At YourPlace Housing, we will:

- Encourage you, your family, and your support networks to give us feedback and tell us any worries.



- Respect that you, your family, and support networks can choose when and where you will make a complaint
 - over the phone
 - by email
 - online
 - in person.



- Give you ongoing information about YourPlace Housing's feedback and complaints process to make sure it is accessible, clear, inclusive, and responsive.



- Resolve your complaint in a private and fair way. We will respect your personal views.



- Help you find a support person or advocate to help you if you want.



- Tell you of your right to make a complaint to a regulatory body or authority. For example, the NDIS Quality and Safeguarding Commission.

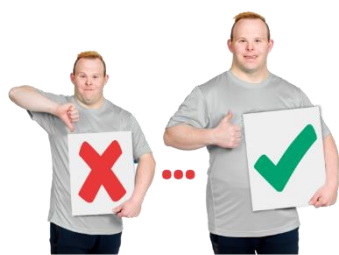
A regulatory body makes sure that people and organisations do things right.

- During the complaint process we will

- support your participation
- work out your goal
- tell you, your family, or support network of any decisions and the reasons why we make them.



- Make sure that nothing negative comes from your complaint, and that there is no disadvantage to you, your family, and support network because of the complaint.



- Use the YourPlace Housing Complaints Procedure to improve our services.

Procedure

Making a Complaint



Anyone can make a complaint to YourPlace Housing about our services.

This can include telling us a complaint for someone else.

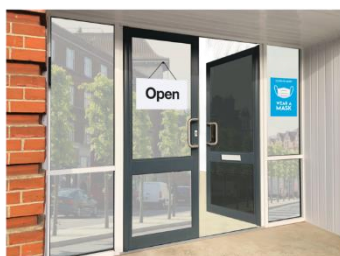


You can make a complaint by:

- Calling the YourPlace Housing number on 08 8351 8466



- Talking to a YourPlace Housing staff member



- Going to the YourPlace Housing office.

This is open Monday to Friday from 8am to 4pm

9 Bryon Place, Adelaide



- Writing an email to complaintsandappeals@yourplacehousing.com.au



- Going on the YourPlace Housing website and filling in the Feedback and Complaints form
<https://yourplacehousing.com.au/tenant-services/complaints-appeals-compliments/comment-compliment-or-complaint-online-form/>



- Writing an email to the Chief Executive Officer ceo@yourplacehousing.com.au



At YourPlace Housing, we will help you make a complaint.

We can get you an interpreter or an advocate to support you or act on your behalf to make a complaint.



There are housing and some disability advocacy services that can help and support you in making a complaint or finding a service to help you. For example:

- Rent Right SA on

1800 060 462

<https://www.syc.net.au/home/rentrightsa/contact-rentrightsa/>



- Advocacy for Disability Access and Inclusion Inc on

08 8340 4450

<https://advocacyfordisability.org.au/organisations.php>

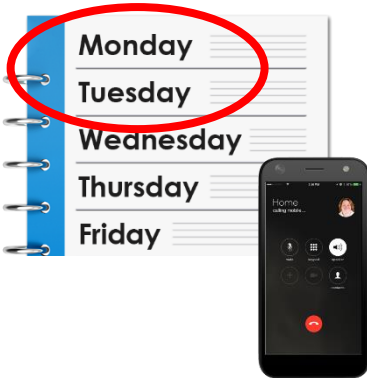


YourPlace Housing can accept **anonymous** complaints.

Anonymous means that we do not know who is making the complaint.



Managing Complaints



Our Complaints Management Lead will contact you within 2 **business days** of us receiving the complaint.

Business days include Monday, Tuesday, Wednesday, Thursday, and Friday.



They will:

- Tell you we have seen your complaint
- Get any more information that we might need
- Find out the problem or worry
- Tell you the complaints management process
- Find out what you would like the outcome to be.



At YourPlace Housing, we try to resolve all complaints within 20 business days.



We will contact you during the process to give you updates and talk about solving the problem.



We will let you know if we need more time to resolve a complaint.



Once the complaint has been resolved, we will tell you about the outcome within 2 business days.



If you are not happy with the outcome of your complaint, it will be sent to the Chief Executive Officer for review.

The CEO will aim to resolve your complaint within 10 business days.



If we cannot resolve a complaint or you are not happy with how we have managed the complaint, we can give you information about external agencies who you can speak to.



These agencies include:

For complaints about YourPlace Housing as a Community Housing Provider:

- Office of the Housing Regulation on
08 7424 7206

https://www.nrsch.gov.au/complaint_form.



For complaints about YourPlace Housing Specialist Disability Accommodation (SDA) or as a disability services provider:



- NDIS Quality and Safeguards Commission on
1800 035 444



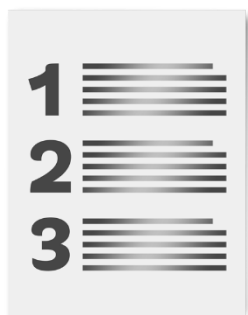
- National Relay Service on
1800 035 544

- Complete a complaint contact form at

<https://www.ndiscommission.gov.au/about/complaints>.



Related Documents



This is a list of documents that are related to this policy and our service:

- 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.



Document Information

Some information about this document:

Policy Number Mpolicy03

Author Senior Manager, Projects

Confidentiality External

Approved by CEO

Date Approved 2 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 2 September 2022



Contact YourPlace Housing



08 8351 8466



www.yourplacehousing.com.au



complaintsandappeals@yourplacehousing.com.au

sacid



The South Australian Council on Intellectual Disability (SACID) created this Easy Read document using Photosymbols and custom images. The images may not be reused without permission.

You can contact SACID here



08 8352 4416



www.sacid.org.au



admin@sacid.org.au