

Complaints Policy

1. Purpose

The aim of this policy is to ensure that complaints handling responsibilities and pathways are clear and that procedures and approaches are fair, equitable, consistently managed and properly documented.

2. Scope

This policy applies to all complaints made by renters or prospective renters and their advocates relating to a decision or action of a Jubilee Housing staff or committee member. Complaints about the behaviour of Jubilee Housing residents are dealt with under the Neighbours Policy.

Jubilee Housing Inc recognises that where complaints and/or feedback fall outside of the scope of this policy, it will be handled in accordance with the 'no wrong door' principle and will be resolved by referring the complainant to the correct complaint and/or feedback pathway.

3. Communication

Jubilee Housing Inc. welcomes and values complaints and feedback and is committed to responding to this feedback to improve service delivery. Jubilee Housing Inc. will ensure this policy is readily available to all applicants, residents, staff and committee members. It will be issued to all new renters at the start of their tenancy and publicly available on the Jubilee Housing website.

4. Guiding Principles

In its response to complaints, Jubilee Housing will:

- Acknowledge by email, within 5 working days receipt of a formal complaint.
- Respond to complaints promptly when required, seeking to investigate and achieve an outcome within 30 days wherever possible. All complaints and appeals are confidential and no identifying information will be shared without permission.
- Conduct all interactions relating to complaints in a respectful manner that fosters opportunities to hear diverse viewpoints and review current practice.
- Apply principles of natural justice,
 - making no assumptions and taking no actions (other than safety precautions) until a full investigation has been completed.
 - Consulting all parties during the investigation in order to understand the experience and outcome for all parties.
 - Ensuring that the investigation and decisions relating to the complaint are made by a person that was not directly or indirectly involved in the complaint.
- Assess actions and decisions against the relevant policies and procedures of Jubilee Housing Inc.
- Where Jubilee Housing does not have a relevant written policy or procedure, assess actions or decisions against any relevant peak body policies and procedures.
- Ensure that all parties are advised of the outcome of the complaint and of any potential appeals process.
- A complainant can check the status of the complaint by emailing the president.

5. Complaints Procedure

5.1. Before making a formal complaint, complainants are requested to:

- Raise your concern informally with the person who has made a decision or action, wherever possible, and ask for information about why that decision or action was taken.
- Ask for a review the decision by a more senior staff or committee member if the reasons given do not seem correct or are inconsistent with Jubilee Housing's policies or value.

5.2. When making a complaint, complainants are asked to:

- Lodge complaints in writing wherever possible using the Feedback & Complaints form and emailed to President@jubileehousing.org.au.
 - Ask Jubilee housing to find an independent person or you can provide your own support to assist in writing the complaint, if needed.
- Make complaints as early as possible after the event. It may not be possible for Jubilee Housing Inc to investigate or resolve historical complaints.
- Include any relevant letters or documents and provide details such as date and time of any events.
- Make complaints in a respectful manner. Jubilee Housing Inc will not respond to complaints using offensive or aggressive language.

5.3. When responding to a complaint Jubilee Housing will:

- Record and monitor progress of complaints, investigations and outcomes on a Complaints Register. A de-identified summary of the complaints register will be reported to the Jubilee Housing Committee of Management as a standing agenda item.
- Advise complainants using offensive or aggressive language that the complaint cannot be processed and ask them to resubmit the complaint in more appropriate language.
- Assign a person with no identified conflicts of interest to investigate.
- Interview all parties regarding the concern raised, their experience of the complaint, reasons for any decision or action taken and how the outcome has impacted each party.
- Encourage all parties to seek support, if needed, and to have a support person present at any interviews.
- Identify the context, facts, outcome and impact of the matter for all parties.
- Identify relevant laws, policies and procedures and how the outcome relates to Jubilee Housing values.
- Determine whether the action or decision made is consistent with relevant laws policies and values and, if not, what other action or decision should be made.
- Advise the outcome decisions and reasons to all parties.
- Once a decision is made in relation to the complaint, the details of the complaint will be recorded on the Jubilee Complaints Register and closed.
- Advise complainants of any other avenue to resolve or further resolve a complaint if outside of a rental provider's jurisdiction, or of their right to appeal to the Jubilee Housing President, VCAT or to the Victorian Housing Ombudsman as relevant.
- Identify how this complaint may inform future policies or practices of Jubilee Housing inc.

6. Related policies & Forms

- Good Neighbour behaviour Policy and Diary.
- Feedback & Complaints Form

7. Legislation and standards

This policy implements the obligations of Jubilee Housing Inc under:

- [Residential Tenancies Act 1997.](#)

And aligns with Community Housing expectations under:

- [Housing Act 1983 \(Vic\).](#)
- And as advised by the Peak industry body for the Australian Community Housing industry, [CHIA.](#)