



Complaints and Appeals Procedure

Servants Community Housing acknowledges that errors, misunderstandings and unexpected problems occur in all systems and services. Effective complaint and appeal handling enable us to intervene before a problem becomes worse, provide a review process for complaints and appeals if you have been disadvantaged by a Servants action or decision and maintain positive relationships between Servants and all our residents.

You, or someone acting on your behalf, have the right to lodge a complaint or appeal about services or how they are delivered. We are committed to managing complaints and appeals fairly, consistently and efficiently. We will also monitor specific areas of our service delivery by providing opportunities for you to provide feedback.

Read our [Complaints and Appeals Policy](#) for more information.

Complaints

1. You aim to resolve the issue yourself (if possible).

We encourage all you to aim to resolve the issue yourself, if you feel comfortable to do so. If you feel a rule has been breached that impacts on your comfort, safety or enjoyment of living at your home, then please speak to the persons involved. Speaking in a calm, clear manner will give you the best chance of resolving an issue quickly and harmoniously.

2. You inform the House Manager(s) about the issue.

The House Managers are there to maintain a safe, peaceful home environment for all residents. They will listen to your concern and give you strategies for resolving the issue. If appropriate, they will step in to resolve the issue by either implementing a change (e.g. changing a blown light bulb) or speaking to the persons involved.

Maintaining open communication between House Managers and residents is critical in building a trusting, safe community. Ensure that you are playing your role in your house by informing your House Managers of relevant issues.

3. You put your complaint in writing.

Outline your complaint and include all relevant details. Please note that your complaint will be an official document and be logged in our Complaints file.

You have the right to lodge a complaint if you are not satisfied with a service we are providing. You will need to put your complaint in writing (handwritten or typed). Describe your complaint and include all relevant details. Please note that your appeal will be an official document and be logged in our Complaints file.

4. We acknowledge receiving your complaint and aim to find a solution.

We will notify you by letter or email within 2 business days once we have received your formal complaint, outlining our next steps in addressing your complaint.

We will investigate the complaint and talk to all involved parties. The complaint will be raised at the weekly management meeting, where the Tenancy Manager and CEO will provide their insight. We cannot promise confidentiality during this process, but will act with discretion and in the best interest of all involved. Our goal is to satisfy you with our solution.

You can expect us to respond to you with a solution within 14 days.

5. We provide you with feedback and ask for your feedback too.

We will outline our solution to you and ask for your feedback on it. Your feedback as to whether you deem the complaint resolved and whether you were satisfied with the way in which it was resolved is very important to us. Your feedback enables us to improve our procedures.

If you do not agree with our solution, you can appeal it. Read below for more details and other groups who can support you in this.

Appeals

1. You raise your issue with the relevant Servants staff member.

Contact the relevant Servants staff member and inform them of your dissatisfaction with a particular decision we have made (e.g. House Manager, Tenancy Manager, CEO). They may be able to give you more information regarding the decision in question and help you understand the reasoning behind it.

2. You put your appeal in writing.

You have the right to appeal a decision if you are not satisfied with it and do not deem the reasoning behind the decision reasonable.

You will need to put your appeal in writing (handwritten or typed). Describe your appeal and include all relevant details. Please note that your appeal will be an official document and be logged in our Appeals file.

3. We acknowledge receiving your appeal and aim to find a solution.

We will notify you by letter or email within two business days once we have received your formal appeal, outlining our next steps in addressing your appeal.

We will investigate the appeal and talk to all involved parties. The appeal will be raised at the weekly management meeting, where the Tenancy Manager and CEO will provide their insight.

We cannot promise confidentiality during this process, but will act with discretion and in the best interest of all involved. Our goal is to satisfy you with our solution.

You can expect us to respond to you with a solution within 14 days.

4. We provide you with feedback and ask for your feedback too.

We will outline our solution to you and ask for your feedback on it. Your feedback as to whether you deem the appeal resolved and whether you were satisfied with the way in which it was resolved is very important to us. Your feedback enables us to improve our procedures.

If you are not satisfied with the way in which your appeal was resolved or addressed, you can contact the following:

Tenants Union of Victoria

Website: <https://www.tuv.org.au/>

Phone: 03 9411 1444 (ask for Outreach or leave a message and the Outreach worker will contact you)

Consumer Affairs

Website: <https://www.consumer.vic.gov.au/>

Phone: 1300 55 81 81

Victorian Legal Aid

Website: <https://www.legalaid.vic.gov.au/>

Phone: 1300 792 387

Victorian Civil and Administrative Tribunal

Website: <https://www.vcat.vic.gov.au/>

Phone: 1300 018 228