

# Complaints, appeals and feedback

**We respect the right of all our customers - whether tenants, residents or any other party we are working with - to make a complaint, appeal or to provide us with general feedback.**

We care about the services we provide and want you as a customer to be satisfied with them. Complaints, appeals and feedback give us the opportunity to make improvements or changes to these services.

If you have an issue with your tenancy or residency, please speak with your Coordinator as the first stage in resolving it. If they are not able to, they will inform you of the next steps you can take, which are also outlined below.

## Complaints

You can make a complaint if you are unhappy with the standard or type of service you have received from either staff or contractors carrying out work on our behalf.

## Appeals

If you disagree with a decision (made by Foundation Housing) related to your tenancy or residency, you can appeal this and have it formally reviewed.

You must lodge an appeal within three months of receiving the initial decision.

Decisions you can appeal include:

- Tenant or resident liability charges
- Rent assessments, including market rent calculations
- Property improvement requests

- Eligibility for lodging accommodation
- Offers of properties and the suitability of these
- Property requirements such as number of bedrooms or location
- Transfer requests

## Feedback

If you have general feedback about our services, or wish to pass on a compliment or comment about a particular staff member or contractor, we welcome this information. Feedback helps us to make service changes, lets us know if we are getting things right or not, and allows us to recognise staff and contractors for good work.

## How can I make a complaint, appeal or provide feedback?

### What happens next?



Call Foundation Housing on  
**9422 0700**



Use the Feedback Form and mail it to  
**Foundation Housing**  
PO Box 214, Leederville 6902



Send an email or a Feedback Form to  
**feedback@foundationhousing.org.au**



Using the online form on our website  
**foundationhousing.org.au**



**Request to speak with someone in person.** Call 9422 0700 to have this arranged. An interpreter can be organised if required

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1. Once your communication has been received, our complaints administrator will contact you within two business days to acknowledge receipt and let you know the next steps.
2. Your complaint, appeal or feedback will be passed on to a service manager who will be responsible for investigating the matter and managing it through to the point you receive a full response. At this stage, we may contact you for more information about the issue if needed. If your communication relates to feedback and doesn't require any further action, the feedback will be passed on to the relevant staff member or contractor.
3. You will be provided with a written response to a complaint or appeal within 10 business days.

If your complaint is about a member of staff, they will not be involved in investigating the complaint.

The investigation of appeals will also be passed to a manager and will not involve the person that made the original decision.

## What if I disagree with the outcome?

If you are unhappy with the outcome of your complaint or appeal, you can ask to have it escalated. The process for doing this will be explained to you in the written response you receive and involves the matter being passed to a senior manager for review.

Following this second stage, you will receive

a formal, written response from the senior manager who has considered the matter.

The Complaints and Appeals Policies can be found on our website.

## Taking your complaint or appeal further

If you are still not happy with the outcome of this process, the following agencies may be able to provide further assistance:

- The Department of Mines, Industry Regulation and Safety (DMIRS) which has a responsibility for tenancy legislation  
[www.dmirs.wa.gov.au](http://www.dmirs.wa.gov.au)
- The Equal Opportunities Commission for issues of discrimination  
[www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)
- Your local Member of Parliament  
[www.parliament.wa.gov.au](http://www.parliament.wa.gov.au)
- The Community Housing Registration Office at the Department of Communities, which manages community housing compliance  
[www.dhw.wa.gov.au](http://www.dhw.wa.gov.au)
- Tenancy WA for advice or tenancy advocacy  
[www.tenancywa.org.au](http://www.tenancywa.org.au)
- Your nearest Community Legal Centre  
[www.communitylegalwa.org.au](http://www.communitylegalwa.org.au)