

# Complaints Policy

## Purpose

The purpose of this policy is to ensure that Foundation Housing Limited (FHL) has a clear and consistent system to manage complaints from its customers. This policy outlines FHL's approach to managing customer complaints about the quality and standard of service provided.

## Scope

This policy applies to all FHL customers including tenants, residents, applicants and support agencies. This policy does not cover:

Appeals regarding decisions (See Appeals Policy)

Reports of Anti-Social Behaviour or neighbour disputes (See Anti-Social Behaviour Policy)

Complaints from staff

## Definitions

Appeal:	Occurs when a customer requests that a decision made by FHL is formally reviewed and seeks a different outcome.
Complaint:	Occurs when a customer informs FHL they are dissatisfied with the standard or type of service received and requests a response or resolution.
Customer:	Refers to an applicant, tenant or resident who receives a service from FHL.
Complainant:	Refers to a FHL customer who has made a complaint.

## Principles

FHL provides avenues for customers to make complaints and will use them as an opportunity to monitor and improve service delivery to its customers.

FHL's complaints process will be written in plain English and be easy for customers to understand.

Customers have the right to complain and will not be disadvantaged or penalised for lodging a complaint.

FHL will adopt a transparent and open-minded approach to receiving, reviewing and responding to complaints.

FHL will regularly review information from complaints to identify ways in which its services can be improved.

FHL will provide information on complaints to comply with the reporting requirements of the WA Community Housing Registrar Office.

## Policy

1. If a customer (or their authorised advocate/support worker) is dissatisfied with the standard or type of service provided, they have the right to make a complaint.
2. In the first instance, customers are encouraged to raise their dissatisfaction with a staff member to see if the cause for the complaint can be rectified.
3. If the customer is not satisfied with the outcome, they are able to lodge a formal complaint. This can be done on the FHL website, by letter, email, phone, in person or by completing the Complaint Form. This form is available on FHL website or from any FHL office.
4. A complaint should be made as soon possible when an issue occurs so that appropriate steps can be taken to address the matter.
5. The complaint will result in a formal review process to examine the issues raised by the customer and to develop a suitable response.
6. Complaints will be formally acknowledged within 2 working days. The process of reviewing and responding to a complaint will take no longer than 10 working days from the date of acknowledgment. If a delay is likely to occur, FHL will notify the complainant of



the reasons for this and the expected timeframe for receiving a response.

7. FHL will ensure that the complaint is managed independently by someone who is not the subject of the complaint.
8. Once the review is complete, the complainant will be advised in writing of the outcome of the complaint.
9. If the complainant is still unhappy with the outcome of the complaint, they can request to have the complaint escalated. This must occur within 28 days from the date of the initial response.
10. If the complainant asks for the matter to be escalated, it will be delegated to the next in line manager, further investigated and a written response provided to the complainant within 10 working days. The response will include options to refer the matter to an external body if the complainant is still not satisfied.
11. All complaints will be managed in adherence to FHL's Privacy Policy.
12. FHL will endeavour to listen to and respond to customers promptly and in accordance with the timeframes contained within this Policy. There may be occasions, however, where a customer behaves unreasonably when making a complaint or a complainant's behaviour is considered vexatious. This could include displays of aggression or verbally abusive behaviour towards staff, making excessive contact with FHL, making inappropriate demands on time and resources, or refusing to accept FHL's responses or decisions. Should the customer's behaviour be deemed to be unreasonable, FHL reserves the right to cease communication regarding the complaint. In such situations, the matter will be reviewed by a senior manager before making the determination and the complainant will be informed in writing of this outcome.

## Relevant Legislation

Residential Tenancies Act 1987

## Related Documents

Policy:	Appeals Policy
Policy:	ASB Policy
Procedure:	Complaints Procedure
Info Sheet:	Complaints, Appeals and Feedback
Form:	Complaints, Appeals and Feedback Form