

## Complaints and Appeals

Women's Housing Ltd welcome any comments regarding our service. It is only through receiving these, that we can improve service delivery.

A **complaint** is when you wish to advise Women's Housing Ltd (WHL) that you are dissatisfied with our standard of service, practices or policies.

An **appeal** is when you wish to ask for a decision made by WHL to be reviewed.

This information is designed for:

- Tenants and/or support agencies that may wish to make a formal complaint about WHL.
- Tenants and/or support agencies that may wish to appeal a decision made by WHL.
- Neighbours of a property managed by WHL.

### How to lodge your complaint/appeal with WHL

The first step is to contact WHL and try to sort out the problem directly with staff. You may choose to lodge your complaint in person, over the phone or in writing.

WHL has a formal complaints process that documents procedures that staff must follow so if you are not satisfied with the information that the staff member is providing, you have the right to ask to speak to their Manager.

### Confidentiality of Information

Any information you provide will be stored in a confidential manner. No identifying information will be provided to other tenants, applicants or staff in the organisation that are not directly involved with the resolution of the matter.

### Who do I contact if I have a complaint or wish to appeal a decision?

- It is always best to contact the staff member that you have the most contact with in the first instance.
- If you are not satisfied with the information provided, you can speak to their line manager.
- If you feel that you have exhausted all options, you may lodge a written complaint with The Operations Manager of Women's Housing Ltd.

Please outline your complaint or appeal in writing OR you may make an appointment to meet with the Operations Manager. It is helpful if you can provide as much information as possible.

### External Appeals

***In accordance with the Housing Act 1983, if a complaint is not resolved within 30 days of receipt or if a complainant is not satisfied with our response, the matter can be referred to the Housing Registrar for investigation.***

The Housing Registrar can be contacted directly through the following means:

Telephone: 9096 9835 or

Email: [housingregistrar@dhs.vic.gov.au](mailto:housingregistrar@dhs.vic.gov.au)