

Tenant Complaints and Appeals Form



Please tear off cover sheet and keep for your own records

Indicate your response below with an X.

This is a:	<input type="checkbox"/> complaint	<input type="checkbox"/>	<input type="checkbox"/> appeal	<input type="checkbox"/>
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Your Personal details

Submission details

First Name:		Date:	
Last Name:		Method of Submission:	

How to lodge your complaint or appeal with WHL

The first step is to complete the attached document and submit that to your TENANCY WORKER by email, fax or post. Please note that submission to your tenancy workers letter box at the property is acceptable *NB: only at Mount Martha and Berwick*

Email: reception@womenshousing.com.au

FAX: (03) 9415 6511

POST: WOMENS HOUSING LTD
1/21 Cremorne Street
Cremorne, VIC, 3121

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. WHL may be required to contact other affected parties in order to achieve a resolution and you will be consulted about this process prior to it occurring.

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

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.

HOUSING SERVICES MANAGER - Veronica Hunt
Suite 1, Level 1, 21 Cremorne Street
Cremorne 3121
Phone: (03) 9412 6868

However if you are not satisfied with the information provided by the Housing Services Manager, you can contact:

THE OPERATIONS MANAGER - Lindy Parker
Women's Housing Ltd
Suite 1, Level 1, 21 Cremorne Street
Cremorne 3121
Phone: (03) 9412 6868

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

Complaints and Appeals form

All complaints and appeals must be made in writing, signed and given to the House Manager. If you are unable to provide a written complaint, your complaint will be taken verbally using this form however which you will be required to sign.

CATEGORY 1: death, physical abuse, sexual abuse, sexual exploitation or category 2 impact by same party

CATEGORY 2: absent client, dangerous actions, emotional / psychological abuse, emotional / psychological trauma, financial abuse, injury, self-harm / attempted suicide, medication error, poor quality of care, inappropriate physical treatment, inappropriate sexual behaviour or breach of the house rules.

Indicate your response below with an X.

This is a:	<input type="checkbox"/> complaint	<input type="checkbox"/>	<input type="checkbox"/> appeal	<input type="checkbox"/>
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Section 1: Your details

Do you want to remain anonymous? (Indicate your response with an X)

<input type="checkbox"/> yes	<input type="checkbox"/>	<input type="checkbox"/> no	<input type="checkbox"/>
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Personal details

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Do you require an interpreter?

<input type="checkbox"/> yes	<input type="checkbox"/>	<input type="checkbox"/> no	<input type="checkbox"/>	If yes , which language?	
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Are you providing feedback on another person's behalf? (Indicate your response with an X)

<input type="checkbox"/> no (go to Section 4)	<input type="checkbox"/>	<input type="checkbox"/> yes	<input type="checkbox"/>
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Section 2: Feedback made on another person's behalf

Please provide the following details about the person on whose behalf you are acting:

First Name:	
Last Name:	
Postal address:	
Telephone number:	
Mobile number:	
Email address:	

Please provide details of your relationship to the person on whose behalf you are acting:

Are you a legal representative for the person who received the service?
(e.g. parent of a child under 18 years or guardian – indicate your response with an X)

yes		no	
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If **yes**, please provide details:

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Does the person know you are making a complaint on their behalf? (Indicate your response with an X)

yes		no	
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If **no**, please provide the reason why:

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Are we able to speak with the person who received the service? (Indicate your response with an X)

yes		no	
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If **no**, please provide the reason why:

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Section 3: Other person’s consent for feedback made on their behalf

If you are providing this feedback on another person’s behalf, we require the consent of the other person to obtain and pass on personal information relevant to this feedback. Please provide evidence of this consent when submitting this form, e.g., signed consent (as provided below) from the person on whose behalf you are acting.

I, _____ (insert name of person giving consent) give permission to, _____ (insert name of person receiving consent) to provide or collect relevant information on my behalf to assist with this complaint/compliment or feedback, as necessary.

Signature:		Date:	
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Section 4: Please state your concerns

Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback. **PLEASE BE VERY SPECIFIC AND CONSISE, ALL COMPLAINTS MUST INCLUDE TIME & DATE:**

(Additional space at end of document)

Was the matter referred to police? (Indicate your response with an X)

yes		no	
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If **yes**, please state which police station did the attending officers come from and what was their names?

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Was there any witness to the incident? (Indicate your response with an X)

yes		no	
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If **yes**, please state the names of witnesses?

Section 5: What action have you already taken in relation to this complaint/incident?

Have you discussed your concerns with the other tenants or neighbours involved or the Women's Housing Ltd staff member that manages this property/service? (Indicate your response with an X)

yes		no	
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If **yes**, with whom and what was the outcome?

Section 6: What outcomes would you like as a result of providing your feedback?

Section 7: Privacy

Women's Housing Ltd is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

Women's Housing Ltd will only use your information in accordance with relevant privacy and other laws. In order for us to provide services to you effectively and efficiently, we may need to share your personal information with others, such as your support worker (where applicable) that deals with the matters identified in your feedback.

If you choose to remain anonymous, Women's Housing Ltd may be unable to deliver the full range of services you require.

If you wish to contact Women's Housing Ltd who are responsible for managing the personal information that you provide on this form, please call (03) 9412 6868

You also have the right to access your information and seek its correction under the *Freedom of Information Act 1982*. For information about making a Freedom of Information application please visit <http://www.foi.vic.gov.au/> for more information .

Section 8: Declaration

Paragraph declaring information provided is true and correct.

Signature:		Date:	
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Thank you for taking the time to provide feedback about our service.

House Rules

Peace and Quiet

1. Do not interfere with the peace and quiet of other residents.
2. No violence or threatening behaviour towards other residents or staff.
3. VISITORS (with the exception of members of professional support services) ARE NOT ALLOWED ON THE PREMISES BETWEEN 10.30PM – 8:00AM.
4. Residents are responsible for the behaviour and actions of their visitors.
5. The resident is liable for any damage they or their visitors cause to the property.
6. Rooms must be used for residential purposes only. No illegal activities allowed.
7. Washing Machines & Dryers are only to be used between the hours of 8.00am–9.00 pm.
8. Each resident will abide by the provisions contained within the Rooming House provisions of the Residential Act.
9. Visitors must not stay overnight.
10. Residents or visitors must not do anything in or near the premises to disrupt or interfere with the privacy and peace and quiet enjoyment of other residents of the rooming house, including loud noise.
11. Violence or threats of violence, discrimination or harassment against other residents or visitors is illegal and can lead to eviction and prosecution.

Cleaning and Maintenance

1. Rooms must be kept clean and tidy and in a condition that will not cause a fire hazard. Inspections by management can be carried out on 24-hours notice.
2. All rubbish is to be disposed of in the Council bins provided in the bin corral located in the rear court yard. NO RUBBISH IS TO BE LEFT IN THE KITCHEN.
3. Damage to or breakdown of any facility, fixtures, furniture or equipment must be reported as soon as possible to management.
4. Laundry dryer filters are to be cleaned of lint after use.
5. Smoke detectors and extinguishers must not be interfered with.
6. Alterations, additions or installation of fixtures and fittings to the room or house, including locks in not permitted.

Security

1. Keys will be provided at commencement of residency and must be returned on vacating. The rooming house owner must have a key to the door of each residents room at all times.
2. Keys are on a restricted key system. You will be charged the cost of any replacement keys.
3. Keys are not to be given or lent to non-residents.
4. Outside doors are to be locked at all times.
5. Your visitors are not permitted to remain on, or enter the property, without your presence.
6. You are responsible for meeting your visitors at the front door on arrival and escorting them to the front door on departure.
7. Your visitors are not permitted to move around the house unaccompanied by you.
8. No illegal or dangerous items are to be kept on the premises.

9. The rooming house owner may take all necessary precautions (including, but not limited to, the installation of security cameras in communal areas) deemed necessary by the rooming house owner to ensure the security of the residents, the residents property and the rooming house, subject to the rules and regulations contained in the Women's Housing Limited's (WHL) privacy policy, a copy which can be obtained from WHL's office.

Communal Areas

1. No consumption of alcohol or illicit substance in the kitchens, lounge rooms, or other communal areas
2. Kitchen benches, stoves and tables must be cleaned and tidied after use.
3. Bathrooms & Toilet must be cleaned after use.
4. Bathrooms shall not be used for washing clothes, linen or cooking equipment – utensils, pots, pans, plates, cups etc.
5. No sleeping or storing of personal items in communal lounges, laundries etc.

Rent

1. Rent will be paid at the agreed rate and kept one week in advance.
2. Under the Residential Tenancies Act 1997, management can serve you with a notice to vacate if you are more than 7 days behind in your rent.
3. Under the Residential tenancies Act 1997, residents must give management 2 days notice of their intention to vacate.
4. The resident must inform the agency of their income at the start of the residency and when requested.

Other

1. No cooking is permitted in rooms.
2. All rooms are heated and any form of additional heating is not permitted.
3. No animals will be kept on the premises.
4. No resident or guest is permitted to park in the driveway. The park is for the strict use of Women's Housing staff, Emergency Services or any other WHL nominated person/s. Any car parked on the property must be fully operational and registered.
5. The rooming house owner may alter the house rules from times to time upon providing the residents with 7 days written notice of the proposed alteration.
6. There is no smoking permitted in the house.
7. No tenant who has previously been evicted by Women's Housing are permitted to return to the property as a visitor.