

COMPLAINTS

SOUTHERN CROSS HOUSING FACT SHEET



WHAT IS A COMPLAINT

Southern Cross Housing (SCH) defines a complaint as any expression of dissatisfaction made by, or on behalf of, a tenant/applicant of SCH, a member of the public, or another organisation. Complaints are made when someone is unhappy with the standard or type of service that has been received. Complaints, including those relating to tenancy management, property maintenance, applications for housing and SCH staff, are initially dealt with in line with Southern Cross Housing Complaints Policy (M20). You can access a copy of this policy from www.sch.org.au

As per this policy, some examples of complaints are:

- Poor customer service provided by SCH staff members,
- Discrimination or harassment,
- Poor behaviour by a contractor,
- Poor administration such as a loss of documents or information,
- Faulty maintenance work



WHAT IS NOT A COMPLAINT

As per the Southern Cross Housing Complaints Policy (M20), the following are examples of matters that are not a complaint:

- A complaint is **not** a Neighbour Dispute. Disputes are when a neighbour is complaining about another neighbour's behaviour. If you need help to resolve a Neighbour Dispute, please contact your Housing Officer. For more information about Neighbour Disputes, please refer to our Neighbour Disputes Policy T38 which is available from our website at www.scch.org.au
- Complaints involving abuse or neglect of a person are covered by the SCH Safeguarding Vulnerable Adults Policy (T29), which is available from our website at www.scch.org.au. This policy outlines the process that SCH follows in the event of allegations or incidences of violence, abuse, neglect, exploitation or discrimination towards vulnerable adult tenants living in SCH managed properties.

HOW TO COMPLAIN

Southern Cross Housing welcomes feedback from our tenants, applicants, community and stakeholders. This gives us an opportunity to review our services and better manage them to engage in continuous improvement to strengthen our service delivery.

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Southern Cross Housing has a set process for resolving complaints:

1. It is suggested that you initially raise your concerns with either the staff member that the issue is associated with, or their direct manager. This contact may be either in person or by telephone by ringing 1300 757 885.
2. If you are not happy with the response that you receive from the staff member or direct manager you should lodge the complaint in writing using the Southern Cross Housing Complaints Form located on the Compliments, feedback & appeals page of our website at www.sch.org.au.

*If you cannot submit a complaint form in writing, SCH staff will assist you in lodging the complaint, please phone 1300 757 885 to arrange support.



WHAT TO EXPECT DURING THE COMPLAINT INVESTIGATION PROCESS

After you have lodged your complaint with Southern Cross Housing you should expect to receive written acknowledgement that your complaint has been received within 3 business days. The matters that have been raised in your letter of complaint will be investigated by a manager within Southern Cross Housing and you will then receive a written response that outlines our findings of the investigation and any further action that needs to be taken within 21 days.

If you are unsure about how to lodge a complaint you can ask a trusted person to help you, this person could be a friend or family member, a support worker or a Tenant Advocate. The Illawarra and South Coast Tenants Advisory Service can provide advice and assistance, the service can be contacted by phoning 1800 807 225.

If you are unsatisfied with the outcome of the complaint, they may be eligible to refer the complaint to an external body, such as a Community Justice Centre, NSW Civil and Administrative Tribunal, Registrar of Community Housing or NDIS Quality and Safeguards Commission. SCH will advise tenants of their options when we respond to the complaint.