

As a values led organisation Hume Community Housing is committed to referencing any policy decision against our values.

Hume's values are:

- Determined to succeed
- Creators of connectivity
- Builders of resilience
- Champions of change

## PURPOSE

The aim of this policy is to give our customers confidence that their comments are listened to and their feedback is being handled effectively by:

- identifying the ways in which our customers can provide feedback on our service delivery
- clearly defining response timeframes
- ensuring we are transparent and consistent in our management of customer feedback
- providing alternative avenues for complaint resolution
- highlighting how customer feedback informs our service improvement and policy review and practice

## SCOPE

Hume is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving complaints as quickly as possible.

This policy applies to all Hume Housing customers, including applicants, support services, landlords and members of the communities in which we operate.

## DEFINITIONS

Customer feedback allows us to improve our services and systems and can take the below forms:

**Compliments:** are always welcome and help us know what we are doing well and what services our customers value

**Complaints:** are an expression of dissatisfaction with the standard or type of service we have provided

**Appeals:** are a request to have an official decision reviewed as you don't agree with the outcome

You can appeal:

- Decisions relating to eligibility for social or affordable housing
- Rent calculations or subsidies
- Property offers or entitlements
- Transfer applications
- Modification requests
- Succession of tenancy requests

## EXCEPTIONS

This policy does not cover decisions:

- Made by independent bodies or tribunals ie: NSW Consumer and Trader Tribunal (NCAT) or Court
- Anti-social behaviour investigations (unless the customer is unhappy with the outcome)
- Issues that fall outside of our jurisdiction such as matters concerning Centrelink, Child Protection Agency or NSW Police or third-party contractors i.e: internet Service providers, utility companies

## FEEDBACK MECHANISMS

Hume welcomes feedback through a range of sources:

- In person
- Over the phone
- By mail
- Email
- Internet
- Customer Surveys
- Social Media Channels
- Our Tenants Voice group
- Scheduled block meetings
- Through support services or advocates

<b>Document Name:</b>	Policy – Compliments, Complaints and Appeals	<b>Effective Date:</b>	7/11/2012
<b>Version:</b>	003	<b>Approved Date:</b>	7/11/2012
<b>T.V Consultation Required</b>	Yes	<b>Last Review Date:</b>	13/6/2019
<b>Approved by:</b>	CEO	<b>Next Review Date:</b>	13/6/2020

If you require assistance to provide feedback about our services, then we are happy to help with the completion of forms and we will provide a translator if required.

Further assistance and advice can also be obtained from:

Community Legal Centres

[www.clcnsw.org.au](http://www.clcnsw.org.au)

NSW Fair Trading Information Centre

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

NSW Ombudsmen

[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Local MP Representative

[www.parliament.nsw.gov.au](http://www.parliament.nsw.gov.au)

## RECORDING OF FEEDBACK

Any feedback on our services or procedures that requires investigation and a response will be recorded in our system.

It will include the feedback provided by our customer, any actions taken to resolve complaints and the outcome.

We will use this information to identify ways in which we can improve our service delivery and it will be regularly reported to our Board.

**If you or your guardian would like support to understand this document, please let us know. We can work with you to communicate using a method that best suits you, including interpreter services, sign language, visual aids, or assistive technology**

## HOW WE WILL RESPOND TO YOUR FEEDBACK

We will respond to all feedback in a fair and equitable manner and ensure that:

- The name and contact details of the person investigating your enquiry is clearly identified
- We are impartial and investigate any concerns in confidence where necessary
- Our decisions and explanations are clear and concise, evidence based, and outcomes are identified

## RESPONSE TIMEFRAMES

Hume will always attempt to resolve verbal complaints at the time of receipt as part of our first fix approach to customer service.

Where further investigation is required we will:

- Send you a written acknowledgement letter within 48 hours of your feedback being recorded
- Provide a formal written response within 15 working days that documents the reasons for our decision, any actions taken and timeframes for resolution.

If further time is required, we will contact you to provide regular updates or request further information.

## MINISTERIAL REPRESENTATION

Feedback received from a Minister or their representative will:

- Receive a written response within 3 working days

## INTERNAL REVIEWS

If new evidence is presented to support a complaint, a review can be conducted. We respect the right of our customers to request that this be conducted by a more Senior Manager than the initial response.

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TTY: 133 677  
 Then ask for 133 464  
 Voice: 1300 555 727

## Summary of changes

Version Nr.	Date:	Details of Changes
001	17/12/2012	Initial Issue
002	29/09/2017	Scheduled Review: (1) Definition of Complaint added (2) Genuine Interest added under scope (3) Related Legislation section added (4) Format updated to Hume format
003	13/06/2019	Primary changes: - Layout Reformatted and re-written into an 'Easy Read' format - Feedback mechanisms expanded - Inclusion of escalation process for SDA accommodation - Response timeframes for ministerial complaints added - Translation and TTY information added - Compliments and Appeals definition added - Policy renamed from <u>Complaint</u> to <u>Compliments, Complaints and Appeals</u>

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