

Complaints and Appeals Policy		Tier: 2	
		Revision: 2.0	Date Approved / Effective: 16/03/2023
Prepared by: Manager Business Performance	Reviewed by: GM Housing Operations	Approved by: Executive Management Team	Review Date: 16/03/2026

1. Purpose

The primary purpose of this policy is to ensure Centacare Evolve Housing has a clearly defined policy framework and accompanying processes available to respond to complaints and appeals. By doing so Centacare Evolve Housing is meeting its obligations under the National Community Housing Standards, ISO 9001 Quality Management System and the National Standards for Group Training Organisations.

2. Scope

All employees of Centacare Evolve Housing are responsible for complying with the policy.

3. Definitions

Worker	Any person undertaking work activities for Centacare Evolve Housing inclusive of Employees, Board Members, Contractors and Volunteers.
Complaint	Complaints relate to dissatisfaction with an area of service delivery, over which we have direct control. Generally, complaints relate to the manner in which we provided services, or the actions of a worker, contractor or third party working on our behalf.
Appeals	Appeals relate to a tenant or service user’s dissatisfaction about the outcome of a complaint made to us.

4. Policy

Centacare Evolve Housing will respond promptly and fairly to any complaints received, and has a documented procedure for receiving and responding to complaints and appeals within nominated time-frames.

Information about lodging a complaint or appeal is available to tenants and program participants on the Centacare Evolve Housing website (centacareevolve.com.au) and is included in our Tenant Handbook. Information can also be obtained by contacting any Centacare Evolve Housing office. Centacare Evolve Housing also provides information on how to access advocacy organisations who can help to lodge a complaint or appeal and will provide an interpreter service if necessary.

4.1 Our commitment

- responding to complaints courteously and respectfully;
- responding to complaints in a timely manner;
- keeping relevant parties informed of the progress of complaints;
- addressing each complaint in an equitable, objective manner;
- protecting personally identifiable information about the complainant, other than for the purposes of addressing the complaint within the organisation.

Where tenants complain to Centacare Evolve Housing about a range of issues that fall outside our jurisdiction, we will refer tenants to a relevant body or advocacy service. Our feedback and complaints mechanisms form part of a regular, external auditing process.

4.2 Appeals

Our Complaints and Appeals Procedure provides a list of potential appeal avenues. Centacare Evolve Housing can help complainants find contact details for appeals or refer them to an advocacy organisation for support.

5. Related Documents:

- Complaints & Appeals Procedure
- Establishing & Maintaining Tenancies Policy
- Tenant Handbook