

Housing Complaint Management Policy

Responsible Manager	Manager, Housing
Head of power	<i>Local Government Act 2009</i> <i>Local Government Regulation 2012</i> <i>Housing Act 2003</i> <i>Housing Regulation 2003</i> <i>Residential Tenancies and Rooming Accommodation Act 2008</i> Social Housing Policy Social Housing Application Policy
Authorised by	Council
Authorised on	November 2017
Implemented from	November 2017
Last reviewed	May 2021
Review history	Nil
To be reviewed on	June 2023
Corporate Plan	People, Sustainability and Prosperity

1. Purpose

Council is strongly committed to ensuring that the local government principles are reflected in the Housing Complaint Management Policy.

1.1. Overview

This policy sets out the principles of how to manage a complaint when received. Our aim is to ensure:

- a) Clients who are not satisfied with tenancy management services are able to access Council's housing complaint process.
- b) Effective handling of client complaints through a promptly, professional, and transparent process.
- c) Clients trust the complaints management process will improve the quality of tenancy services provided as well as resolving disputes with respect and cultural sensitivity as appropriate.

This policy covers complaints lodged regarding the following Tenancy Management actions:

- a) Application for Social Housing process;
- b) Allocation of Housing process;
- c) Change of Tenancy process; and
- d) Rent Assessment process.

All other complaints shall be dealt with under Council's Complaint Management.

2. Application

This policy applies to all tenants, Council Officers, and applicants of Council Social Housing Register.

3. Legislation/Policies

This policy is established with reference to obligations specified in the *Housing Act 2003*.

4. Provisions

4.1. Tenant Complaint Levels

- a) **Level one:** Complaints are straightforward and have minimal impact on Council tenancy management; they require minimum investigation and shall be dealt with at the point of service.
- b) **Level two:** Complaints are of a more serious nature and have potential to impact negatively on Council's tenancy management standards. This level of complaint requiring substantial investigation shall be dealt with by the Manager Housing.
- c) **Level three:** Complaints are generally complex and significant and have potential to cause lasting detriment; they usually require comprehensive assessment and shall be dealt with by the Executive Manager Housing Services.

4.2. Failure to abide by Council Principles

If a Council employee, Councillor, contractor, or agent does not conduct themselves strictly in accordance with the Local Government and Ethics Principles, they shall be thoroughly investigated by appropriate personnel. If proven guilty, appropriate disciplinary actions in accordance with Council policies apply.

Manager Responsible for Review:

Manager, Housing



Adoption: 30 June 2021

Due for Revision: 30 June 2023

Hollie Faithfull

A/Chief Executive Officer