



Complaints, Feedback and Appeals Policy

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Overview

Purpose

This policy outlines the approach of Salvation Army Housing (SAH) to complaints and Appeal with respect to housing service provision and related services.

The purpose of this policy and procedure is to:

- allow tenants and applicants the right to complain and appeal;
- make it easy for tenants and applicants to exercise that right;
- help SAH review what is and isn’t working well in the organisation.
- encourage and provide opportunities for complaints and feedback.
- manage complaints and feedback in a consistent, transparent, and effective manner
- use complaints and feedback to continuously improve its mission and service delivery.
- feedback can be compliments and suggestions (internal and external)

Who does this apply to?

This policy applies to All Salvation Army Housing Employees (SAH & SAHV)

This policy applies to complaints and appeals made by tenants, applicants and other stakeholders in relation to housing service provision of all housing programs, owned or managed by SAH. It does not include:

- matters which are the responsibility of state-based administrative tribunals;
- matters unrelated to the services SAH provides;
- disputes or grievances from employees or management (these are covered under human resource management policies).

Effective date

29/07/2020

Policy Statement

SAH is Committed to

1. Creating the opportunity to enable complaints and appeals to be raised ensuring the process is accessible to all regardless of any disability, language, literacy skills, culture or any other factor.
2. Managing complaints, feedback and appeals in a consistent, transparent and effective manner.
3. Receiving complaints, feedback and appeals in any form (including verbal) to support ease and accessibility
4. Respecting privacy and confidentiality. Personal information will not be given to another person unless there is a lawful reason to do so such as where it is necessary for the safety of any person or to prevent harm and/or with consent.
5. Use complaints and feedback to continuously improve service and mission delivery
6. Ensuring policy and procedure comply with legislation, regulation and contract obligations.
7. Providing status updates to the feedback submitter unless the submitter elects not to receive updates, has chosen to remain anonymous or provided insufficient contact information.

Complainant and Appellant's Rights

1. SAH supports the complainant's or appellant's right to:
 - a timely response from SAH
 - receive support through the process
 - withdraw the complaint / appeal at any point in the process
 - access and receive support from an advocate of their choice
 - access external bodies/tribunals at any point throughout the process
 - not be victimised by any person as a result of lodging a complaint / appeal
 - access or continue to receive support and service from SAH at a level that is not diminished or compromised as a result of making a complaint
 - an internal review of the original decision made by SAH where the complainant or appellant is dissatisfied with the outcome
 - make a complaint via a third party, such as a government department in parallel and / or if not satisfied with the outcome of the complaint or appeal
2. SAH will take all reasonable steps to resolve the matter within 30 days after receiving the complaint.

Discretion

State Managers have the discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

Tenants' Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office.

Roles and Responsibilities

The roles associated with execution of this policy are indicated in the table below.

Roles	Responsibilities
Personnel	Must: <ul style="list-style-type: none"> ▪ Promote feedback processes to all clients ▪ Support clients who would like to provide feedback or make a complaint ▪ Understand their roles and responsibilities with respect to client feedback and managing complaints ▪ Take appropriate action when they receive feedback ▪ Consult with their line manager if they are unsure what, if any action, to take
Senior SAH Representatives	Must ensure that, for all operations under their span of control: <ul style="list-style-type: none"> ▪ SAH personnel understand their obligations under this policy and comply with the policy ▪ Feedback metrics and reports are submitted to TSA as required

Related Documents and References

Related Policy Documents

Eligibility Policy
 Incident Management Policy
 Staff Safety Policy
 Sustainable Tenancy Policy
 SAH Code of Conduct Policy
 TSA Client Feedback and Complaints Policy
 TSA Code of Conduct Policy
 TSA Diversity and Inclusion Policy
 TSA Enterprise Risk Management Policy
 TSA Fraud Policy
 TSA Incident Management Policy
 TSA Information Security Policy
 TSA Knowledge, Information and Data Management Policy
 TSA Lived Experience and Participation Policy
 TSA Privacy Act Compliance Policy
 TSA Quality Management Policy
 TSA Safety and Wellbeing of Children and Young People Policy
 TSA Whistleblower Protections Policy
 TSA Work Health and Safety Policy
 TSA Workplace Relations Policy

Related Procedure Documents

Appeals Management Procedure
 Complaints Management Procedure
 TSA Client Feedback and Complaints Procedure

Related Supporting Documents

SolvSafety User Guide - Report a Complaint
 SolvSafety User Guide - Report a Compliment
 SolvSafety User Guide - Report a Suggestion
 SolvSafety User Guide - Manage Complaints, Compliments and Suggestions

Related Legislation National Regulatory Code
Privacy Act
State Residential Tenancies Act and Regulation
Work Health and Safety Act

Other Relevant Documents /Resources <Insert relevant websites and/or links not identified above>

Definitions

Definitions are located in the [Glossary of Terms and Definitions \(Salvos Dictionary\)](#).

Term	Definition
Appeal	When a tenant or applicant asks for a decision made by SAH to be reviewed
Appellant	The person appealing, or who the appeal is being made on behalf of
Applicant	A person who has applied for housing via the Housing Register or, where permitted by the Eligibility Policy
Complaint	A complaint is an expression of dissatisfaction or concern with respect to an experience with SAH personnel, or with a service provided by SAH

Document Control Information

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Theme Governance

Category Governance

Policy Owner Chief Executive Officer

Policy Implementer Chief Executive Officer

Approval Authority SAH & SAHV Board

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Previous Documents Appeals Policy (SAH & SACHS)
Complaints and Appeals Policy (SAHV)
Complaints and Feedback Policy (SAH)

Document History

Date	Summary of Changes
26/09/2019	Complaints and Feedback Policy (SAH): Added to Policy Manual
29/07/2020	Complaints and Appeals Policy (SAHV): Inaugural

02/08/2024	Updated to new Policy Template Combined the following policies into a National Complaints, Feedback and Appeals Policy: <ul style="list-style-type: none">• Appeals Policy (SAH & SACHS)• Complaints and Appeals Policy (SAHV)• Complaints and Feedback Policy (SAH)