



## Tharawal Housing Aboriginal Corporation Complaints Procedures

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Applies to:	Tharawal Housing Aboriginal Corporation
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All tenants, applicants and contractors have a right to lodge a complaint if they are dissatisfied with any aspect of service delivery by THAC. Complaints shouldn't be looked at as negative instead they should be looked at a way for staff to improve service delivery to our community. It is important that staff do not make the complainant feel penalised for raising compliant.

All complaints are to be registered on the complaints register by the Housing and Compliance Project Officer. Complaints are too investigated, resolved and recorded.

### **When a complaint is received the following is to be undertaken:**

To ensure the privacy of the complainant and to uphold the integrity of the organisation, all complaints received will be handled in the following manner:

1. Upon receipt of the complaint, THAC will send an acknowledgement letter to the complainant within 5 working days. If the complaint falls under the jurisdiction of the NSW Civil and Administrative Tribunal, the complainant will be advised immediately to avoid any delays or any time limits that may apply.
2. The complaint will be recorded on the THAC complaint register for the purpose of monitoring and reviewing.
3. The complaint will be delegated to the Housing Manager for review, providing the compliant does not related to the Housing Manager.
4. The Housing Manager will consider all information available and apply the principles of transparency and objectivity.
5. The complainant will be contacted either via phone or requested to attend an office interview to discuss their concerns in detail, providing they have not elected to remain anonymous. This will occur within 15 working days of the complaint being received.
6. The Housing Manager will undertake a full assessment of all the information and provide a written submission for the CEO.
7. Once the complaint has been signed off by the CEO, the complainant will be advised of the outcome accordingly. The complainant needs to be aware that not in all cases will they receive the response they may be expecting due to privacy laws.

### **Timeframe:**

Tharawal Housing Aboriginal Corporation aims to resolve all complaints received within 30 working day of receipt. If the complaint is likely to be delayed, the senior officer will contact the complainant and advise why and the expected timeframe.

### **Conflict of Interest:**



It is the responsibility of all THAC staff to declare any conflict of interest that may arise during the allocation process. If a staff member or board members has any personal relationship with the applicant and or tenant they must declare their conflict immediately and withdraw themselves from the process.

In accordance with THAC Conflict of Interest Policy staff must complete a Conflict of Interest Declaration Form.

**Tharawal Housing Aboriginal Corporation staff must always adhere to the Confidentially Policy and Privacy Policy.**