



Complaint Management– important information from Housing ACT

About the Complaint Management Unit

The Housing and Community Services Complaint Management Unit is a separate, independent unit. Its role is to receive feedback from our customers about any of our services. It acts as the first point of contact for people wishing to lodge a complaint.

Housing and Community Services will adopt a flexible attitude and problem solving approach.

All our decisions will be:

- Clearly explained
- Fair
- Accessible
- Timely

What is a complaint?

A Complaint is any expression of dissatisfaction with the services provided by, or on behalf of, Housing and Community Services.

A complaint is generally an expression of dissatisfaction or grievance, an objective or criticism when a person feels something is not satisfactory. This may include dissatisfaction with:

- Client service delivery
- Tenancy matters
- Housing Assistance matters; and
- Property maintenance.



How do I lodge a complaint?

You may lodge your complaint in writing, by email or by telephone.

Written complaints should be addressed to the attention of the Complaints Management Unit at Locked Bag 3000, BELCONNEN ACT 2616.

Email complaints should be sent to the mailbox at:

housing.customerservice@act.gov.au

Telephone complaints can be lodged by telephoning and speaking to an officer direct on **133 427**.

Can a complaint be made anonymously?

Yes. Housing and Community Services will investigate all complaints. Your details will not be recorded unless you wish, although it may be easier to investigate your complaint if you give us your details.

All information that is provided is kept confidential unless permission to release information is granted. If you would prefer not to give your name but would like to know the outcome of your complaint you can be provided with a complaint reference number.

What happens after I lodge a complaint?

Housing and Community Services will acknowledge receipt of your written complaint within three working days.

The complaint will then be referred to the relevant business area for investigation and appropriate action.

You should receive a response from the business area within twenty-one working days. If your complaint is complex and requires further investigation it may take longer to respond.

You should be aware that if the complaint is about a Housing ACT tenant or client they may be contacted in the course of the investigation. The investigating officer will undertake to protect the privacy of the complainant.



What if I am not happy with the outcome?

If you are not satisfied with the investigation or outcome of your complaint you should contact the Manager of the Complaint Management Unit in the first instance.

The Manager will;

- Ensure proper procedures have been followed in the investigation of your complaint
- Ensure the complaint has been investigated and actioned promptly; and
- Refer the matter to an independent senior officer for further investigation if required.

The Team Leader of the Complaint Management Unit is available on **133 427** during business hours to discuss any concerns you may have in regard to your complaint.

You may also wish to contact the department's Consumer and Advocacy Services, Complaints and Advocacy unit if you are still dissatisfied with an outcome. Further information about this service is available on the department's website at www.dhcs.act.gov.au or by telephoning **133 447**.

Disclosure of Confidential Information

Occasionally it may not be possible to fully respond to a complaint without disclosing confidential information. In these circumstances, the investigating officer will make every effort to proceed with the complaint investigation by:

- seeking the permission of the third parties to disclose information to the complainant or their representative;
- seeking the permission of the third parties to disclosure of sensitive information to the advocate; and
- explaining the difficulties to the complainant and seeking their agreement to deal with the complaint within the imposed limits of confidentiality.

It may not be possible to provide a full response due to the imposed limits of confidentiality.



Further Information

For more information, contact your Housing Manager or telephone the Community Services Directorate on 133 427.

For more assistance on Housing ACT matters, please telephone 133 427.

Accessibility

The ACT Government is committed to making its information, services, events and venues, accessible to as many people as possible.

If you have difficulty reading a standard printed document and would like to receive this publication in an **alternative format** – such as large print or audio – please telephone **(02) 6205 0619**.

If English is not your first language and you require the **translating and interpreting services** – please telephone **131 450**.

If you are deaf or hearing impaired and require the **TTY typewriter service** – please telephone **(02) 6205 0888**.