



Housing ACT Fact Sheet

Complaint Management

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 2617.**

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 **133427.**

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 **133427** 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 133447.

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.

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| ENGLISH | If you need interpreting help, telephone: |
| ARABIC | : إتصل برقم الهاتف : إذا احتجت مساعدة في الترجمة الشفوية ، إتصل برقم الهاتف : |
| CHINESE | 如果你需要传译员的帮助，请打电话： |
| CROATIAN | Ako trebate pomoć tumača telefonirajte: |
| GREEK | Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο |
| ITALIAN | Se avete bisogno di un interprete, telefonate al numero: |
| PERSIAN | اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید: |
| PORTUGUESE | Se você precisar da ajuda de um intérprete, telefone: |
| SERBIAN | Ako vam je potrebna pomoć prevodioca telefonirajte: |
| SPANISH | Si necesita la asistencia de un intérprete, llame al: |
| TURKISH | Tercümanla ihtiyacınız varsa lütfen telefon ediniz: |
| VIETNAMESE | Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại: |

TRANSLATING AND INTERPRETING SERVICE
131 450

Canberra and District - 24 hours a day, 7 days a week