

**THE HAVEN FOUNDATION LTD**  
**Policy Manual**

Policy name:	Tenant Complaints Policy
Number / Version:	3.4
Date approved by Board:	4.6.2012
Review date:	4.6.2013

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**1. Purpose**

To document The Haven Foundation's complaints and appeals processes.  
The Haven Foundation recognises that an effective complaints and appeals procedure will:

- benefit The Haven Foundation in managing its business; and
- benefit tenants by resolving issues promptly

**2. Basis for policy**

Housing Act 1983, Performance Standards

**3. Policy**

The Haven Foundation welcomes complaints and appeals, and will use the process to assess and improve its management.

Tenants will not be penalised for making a complaint or appealing a decision, and will continue to be respected.

The results of a complaint or appeal will be communicated in writing.

Tenants will be advised that if they are dissatisfied with a The Haven Foundation decision, they can refer their complaints to the Department of Human Services Complaints Management Units and the Housing Registrar.

## **4. Procedures**

The following sets out the procedure for complaints and appeals as follows:

(1) the grievance procedure set out in this rule applies to disputes under these rules between -

a tenant and another tenant; or

a tenant and The Haven Foundation.

(2) The parties to the dispute must meet and discuss the matter in dispute, and, if possible, resolve the dispute within 14 days after the dispute comes to the attention of all of the parties.

(3) If the parties are unable to resolve the dispute at the meeting under sub-rule (2) or if a party fails to attend that meeting, then the parties must, within 10 days, hold a meeting in the presence of a mediator.

(4) The mediator must be –

a person chosen by agreement between the parties; or

in the absence of agreement –

in the case of a dispute between a tenant and another tenant; by the board of The Haven Foundation or a Committee of the Board; or

in the case of a dispute between a tenant and The Haven Foundation, a person who is a member of the Dispute Settlement Centre of Victoria (Department of Justice).

(6) The mediator cannot be a tenant who is party to the dispute.

### **4.1 How to complain**

Complaints should be in writing and addressed to the:

The Chairperson, and marked 'Private and Confidential'.

### **4.2 Training in handling complaints**

The Board will offer 'Complaints training' to any staff member wishing to mediate complaints on behalf of the Co-operative.

## **5. Monitoring complaints and appeals**

The Haven Foundation will maintain a Complaints Register which records:

- The number of complaints
- The issues complained about
- The time taken to resolve
- Outcomes
- Satisfaction level