



Connect Victoria Park Housing

Complaints Handling Policy

CVP Policies	Complaints Handling	Effective date:	23/02/2022
Approved By	Board of management	Review date:	Feb 2024
Warning	This process is uncontrolled after printing		

Purpose

The purpose of this policy is to ensure that CVP Inc has a clear and consistent system to manage complaints from its tenants and Village Hub members about the quality and standard of services provided.

Scope

This policy applies to all CVP Inc tenants and Village Hub members.

Definitions

Appeal occurs when a tenant or member requests that a decision made by CVP Inc is formally reviewed and seeks a different outcome.

Complaint is when a tenant or member informs CVP Inc they are dissatisfied with the standard or type of service received and requests a response or resolution.

Complainant refers to a CVP Inc tenant or member who has made a complaint.

Principles

CVP Inc provides avenues for tenants and members to make complaints and will use them as an opportunity to monitor and improve its service delivery.

CVP Inc's complaints process is written in simple language so it is easily understood by everyone.

Tenants and members have the right to complain and will not be disadvantaged or penalised for lodging a complaint.

CVP Inc adopts a transparent and open-minded approach to receiving, reviewing and responding to complaints.

Policy

If a tenant or member (or their authorised contact person) is dissatisfied with the standard or type of service provided, they have the right to make a complaint.

In the first instance, tenants and members are encouraged to raise their dissatisfaction with a CVP Inc staff member to see if the issue can be rectified.

If the tenant or member is not satisfied with the outcome, they are able to lodge a formal complaint by filling in a Complaint Form available at CVP Inc's reception (5 Mackie Street, Victoria Park).

A complaint should be made as soon as possible so that appropriate steps can be taken to address the matter.

What is NOT considered a complaint?

- A request for service, maintenance and/or action by staff;
- Reports of hazards (fallen tree, etc);
- Reports concerning neighbouring properties that are unrelated to CVP Inc.

What is considered a complaint?

- Reports concerning neighbours within CVP Inc complexes (noise, anti-social behaviour, etc);
- Reports concerning CVP Inc staff or volunteers;
- Reports concerning breaches of privacy in regards to information held by CVP Inc.

How to make a complaint?

Complaints must be lodged in writing, using the Action Form, and either delivered **in person** to CVP's office (M-F, 8:30am-4:30pm) or **posted** to 5 Mackie Street, Victoria Park, WA, 6100.

Complainants must provide name and contact details. Anonymous complaints will not be investigated but will be recorded for information.

Complainants must provide all relevant information to enable the complaint to be investigated, including incident location, time and date, persons involved, etc.

Complainant must treat CVP Inc's staff members with courtesy, politeness and respect. Abusive language, discriminatory remarks and threatening behaviour will not be tolerated.

How does CVP Inc deals with complaints?

CVP Inc will log and formally acknowledge receipt of complaint within 2 working days.

The process of reviewing and responding to a complaint will take no longer than 10 working days from the date of acknowledgement.

If there is a delay, CVP Inc will notify the complainant and inform them of an expected timeframe for a response.

In case a complaint concerns an emergency, all reasonable efforts will be made to resolve it as quickly as possible.

Complaints will be dealt with by CVP Inc's CEO, unless the complaint is made about the CEO, in which case the Board of Management will deal with the complaint.

Complainants must provide name and contact details for the complaint to be investigated. In accordance with CVP Inc's Privacy Policy, any personal information collected to respond to a complaint will remain confidential and will only be used to help resolve that complaint.

Once CVP Inc has reviewed and investigated the complaint, it will advise the complainant in writing of the outcome, as well as the reasons that led to the outcome.

If the complainant is dissatisfied with the outcome, they can request to have the complaint reviewed by CVP Inc's Chairperson.

CVP Inc's Chairperson will only investigate complaints that have already been dealt with in accordance with this policy.

Escalation of a complaint to CVP Inc's Chairperson must occur within 28 days from the date of the initial CVP Inc's response to the complaint.

The complaint will be reviewed by the Chairperson and the outcome communicated to the complainant within 10 working days.

CVP Inc will endeavour to listen and respond to tenants and members promptly and in accordance with timeframes contained in this policy.

CVP Inc reserves the right to cease communication regarding a complaint if a complainant displays aggression, verbally abuses staff or other tenants or members, and/or makes inappropriate demands.

Action Request Form

(Complaints, suggestions and feedback)

The purpose of this form is to assist Connect Victoria Park staff in addressing and tracking complaints, suggestions and feedback. Please attempt to resolve matters with fellow tenants personally whenever possible. CVP staff will endeavour to contact you within 2 working days for urgent matters and feedback outcomes within 10 days, if requested.

Name	
Unit Address	
Date	
Please tick as required	<input type="checkbox"/> Urgent <input type="checkbox"/> Not urgent <input type="checkbox"/> Please contact me to discuss further <input type="checkbox"/> Please inform me of the outcome
Details	
Signed	

Office Use Only

Action Taken:

Signed:

Date: