

Ecclesia Housing welcomes complaints. We wish to be fair. We use complaints to improve our services.

No one will be discriminated against, punished, or ignored for making a complaint. Complaints can be made in person, by mail, phone, or email. You may ask someone to make a complaint on your behalf.

Complaints may be made anonymously.

You may make a complaint to Ecclesia Housing, the NSW Registrar of Community Housing, FACS NSW.

*You can complain about any matter that relates to Ecclesia Housing – the way we work with you; the policies that we use or apply; or the maintenance that we have done.*

## Examples

**Examples** of complaints include:

- Poor service by Ecclesia Housing
- Ecclesia Housing changing or withdrawing a service to you
- Not being able to contact staff or staff not returning calls
- Repairs not completed within time frames
- Ecclesia not following its policies and procedures

## Principles

The Principles that we apply to complaints are:

- Our process to manage any complaint will be fair
- We will reply quickly to a complaint
- Our decision will be in writing
- We will keep you informed about our progress in dealing with the complaint
- We keep a record of all complaints and use this when we want to improve our services
- Ecclesia Housing will use the outcomes of complaints when reviewing policy and practice

## Time frames

Informal complaints. We will respond within 21 days. We will do our best to resolve the issue in this time but more time may be required. We will keep you informed of progress.

## Complaints Factsheet

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Formal complaints. We will acknowledge a formal complaint within two working days and respond within 21 days. We will keep you informed of progress. If we cannot resolve a formal complaint within the first 21 days, we will let you know and pass the complaint on to senior staff who will seek to have the matter resolved. Senior staff will resolve the complaint as soon as possible and will keep you involved.

### Procedures

#### *Informal complaint*

Wherever possible, we encourage you to discuss the problem with the person involved to see if the matter can be resolved. This could be with a staff member or another tenant or organisation.

The staff member receiving an informal complaint will provide you with confirmation of the resolution in writing within 21 days.

#### *Formal complaint*

If the matter cannot be resolved informally or you do not wish to talk with the other person involved, then you should put the complaint in writing providing as much detail as possible – if you can, please let us know what outcome you want to achieve.

If you complain by phone, please be clear that you are making a formal complaint and the staff member will record your information as a formal complaint.

It may be necessary for you to provide more information at a later date – by phone conversation or office appointment with a manager.

A formal complaint will be acknowledged in writing and we will send you this Factsheet as well as giving you a date by when we will reply to your complaint.

The complaint will be reviewed by a team leader or manager.

The person reviewing the complaint will record and investigate the details and will seek additional information when it is needed.

You will be informed of the result of your complaint. If we agree with your complaint, in full or in part, we will implement an outcome that will try to include your wishes and may also include any of the following if relevant to your complaint:

- An apology to you and any other people involved
- An explanation of our decision where relevant
- A commitment to make changes to prevent similar issues in the future.

Our response letter to you will include options about what to do next if you are still unhappy.

## If your complaint is passed on to senior staff...

If we cannot resolve your complaint or you are not satisfied with the result of our investigation, we will pass on your complaint to a senior manager. The senior manager may conduct another investigation or may pass on the complaint to a Director or we may appoint an external person to conduct the investigation. Any investigation at this stage will review the complaint again in full and you will be kept informed of the progress of the complaint and the outcome.

## External Complaints

You may make an external complaint at any time.

If you are not satisfied with the outcome of Ecclesia Housing's investigation, then you should consider making an external complaint.

You may make an external complaint to:

- The Registrar of Community Housing either online, via the phone 1800 330 940 or by post Locked Bag 4001, Ashfield BC NSW 1800. The NSW Registrar of Community Housing has a responsibility to ensure registered community housing providers meet their responsibilities set out in the National Law and National Regulatory Code.
- FACS Housing section 1800 422 322  
Housing Appeals Committee 1800 629 794
- NSW Ombudsman 9286 1000

You can complain about Ecclesia Housing's performance against the National Regulatory code or relevant Housing NSW policies or regulations.

If you believe that Ecclesia Housing has broken the conditions of our rental agreement with you, you can apply to the NSW Civil and Administrative Tribunal (NCAT) [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au).

## Assistance in Making a Complaint

If you need assistance to make a complaint we will work with you to assist you. We will take into account your culture and language and will do our best to make it easy for you to use our complaints process.

- We will assist you in using the Translating and Interpreting Service (TIS).
- Support you to use an external information or advocacy and support such as  
Tenants Advice and Advocacy Service (02) 8117 3700 [www.tenants.org.au](http://www.tenants.org.au)  
Greater Sydney Aboriginal Tenants Service (02) 9698 0873 [www.nswats.com.au](http://www.nswats.com.au)