

Document Name	Appeals Policy
Document ID	T&HS_Nat_Pol_Web
Document Owner	State Managers
Authorised by:	Senior Leadership Team
Effective date:	8 October 2020
Review date:	8 October 2021



## Appeals Policy

### Context

This document outlines the approach of Salvation Army Housing, Salvation Army Housing (Victoria) and Salvos Housing (together “SAH”) to handling appeals in relation to a decision made by SAH in connection with providing housing services.

### Policy Statement

#### Our Commitment

All tenants of SAH have the right to appeal a decision made by SAH in relation to their housing. Where a decision is appealed, SAH will conduct an internal review of that decision.

SAH is committed to:

- Having an appeal process that is accessible to all regardless of any disability, language, literacy skills, culture or any other factor
- Managing appeals in a consistent, transparent and effective manner
- Respecting privacy and confidentiality.
- Use the outcome of appeals to improve service delivery
- Ensuring appeals procedure complies with legislation, regulation and contract obligations

#### Appellant Rights

SAH supports the appellant’s right to:

- A timely response from SAH
- Receive support through the appeals process, including from an advocate of their choice
- Withdraw the appeal at any point in the process
- Not be victimised by any person as a result of lodging an appeal
- Access or continue to receive support and service from SAH at a level that is not diminished or compromised as a result of appealing a decision
- Appeal a decision of SAH via a third party e.g. a government department or relevant Tribunal

### Scope

This policy applies to appeals made to SAH by tenants in relation to their housing for example, a decision about the calculation of rent.

Document Name	Appeals Policy
Document ID	T&HS_Nat_Pol_Web
Document Owner	State Managers
Authorised by:	Senior Leadership Team
Effective date:	8 October 2020
Review date:	8 October 2021



Salvation Army  
**HOUSING**

## Definitions

n/a

## Related legislation, policies and or procedures

- Appeals Procedures
- Appeals Register
- Appeals Brochure
- Tenant Information Booklet