

Document Name	External Complaints Policy
Document ID	T&HS_Nat_Web
Document Owner	State Managers
Authorised by:	Senior Leadership Team
Effective date:	8 October 2020
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External Complaints Policy

Context

This document outlines the approach of Salvation Army Housing, Salvation Army Housing (Victoria) and Salvos Housing (together “SAH”) to handling complaints.

Policy Statement

Our Commitment

SAH is committed to:

- Creating the opportunity to enable complaints to be raised ensuring the process is accessible to all regardless of any disability, language, literacy skills, culture or any other factor
- Managing complaints in a consistent, transparent and effective manner
- Respecting privacy and confidentiality. Personal information will not be given to another person unless there is a lawful reason to do so such as where it is necessary for the safety of any person or to prevent harm and/or with consent.
- Use complaints as a key way to receive feedback, and to continuously improve service delivery
- Ensuring complaints policy and procedure comply with legislation, regulation and contract obligations

Complainant Rights

SAH supports the complainant’s right to:

- A timely response from SAH
- Receive support through the complaints process
- Withdraw the complaint at any point in the process
- Access and receive support from an advocate of their choice
- Access external bodies/tribunals at any point in the complaint management
- Not be victimised by any person as a result of lodging a complaint
- Access or continue to receive support and service from SAH at a level that is not diminished or compromised as a result of making a complaint
- An internal review of the original decision made by SAH where the complainant is dissatisfied with the outcome
- Make a complaint via a third party e.g. a government department

SAH will take all reasonable steps to resolve the matter within 30 days after receiving the complaint.

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Scope

This policy applies to:

- All personnel of SAH
- Anyone who engages with SAH

Definitions

“Complaint” A complaint is an expression of dissatisfaction or concern with respect to an experience with SAH personnel, or with a service provided by SAH.

Related legislation, policies and or procedures

- Complaints Resolution Procedures
- Complaints Register
- Complaints Brochure
- Feedback Brochure
- Tenant Information Booklet