## Complaints Process

All complaints concerning the services provided to Southern Cross Housing's (SCH) tenants should be brought to the attention of the Housing Officer concerned as soon as possible for resolution. A complaint should be lodged with the Housing Officer in writing, where possible.

The Housing Officer will acknowledge receiving your complaint within 72 hours of receipt of the written complaint and will notify you of the outcome within 21 days. If more time is required to resolve your complaint, we will let you know of the delay and expected date of resolution.

If the matter is not resolved to your satisfaction, you can appeal the decision and your complaint will be referred to the Team Leader who will acknowledge receipt of your complaint and will undertake to respond within 10 working days.

You will be kept up to date during the complaint investigation process, and you are more than welcome to touch base with your Housing Officer if you have not heard from them.

If the complaint is still not resolved to your satisfaction, you are more than welcome to submit a further appeal, which sees the matter referred to the Chief Property Officer of Southern Cross Care WA.

All complaints of a serious nature will be managed by the Chief Property Officer.



REPORT YOUR COMPLAINT OR FEEDBACK

You can submit a complaint to us via phone, in person or in writing.

Where possible please use the Complaints Form or notify us in writing of your complaint.



GIVE US CLEAR INFORMATION ON DETAILS

When providing

SCH with a
complaint give us
clear, concise
information.
Who?
What?
Where?
When?
Why/How?
Provide as much
pertinent detail as
possible



SCH INVESTIGATES THE COMPLAINT

This may include contacting you and other parties for more details

Complaints are confidential, but details of the complaint may need to be shared to ensure accuracy



RESOLUTION/ OUTCOME

Your Housing Officer will respond to you and any parties involved within 21 days of receiving your complaint

This may come via mail, email or be hand delivered to your property



**APPEALS** 

If you are unhappy with the outcome of your complaint, you are welcome to submit an appeal.

If you are still not satisfied, your appeal will be referred to the Chief Property Officer

## At any point you can seek advice from:

Tenants Advice and Education Service Circle Green Community Legal 08 6148 3636 www.circlegreen.org.au

OR

Consumer Protection 1300 304 054