



Do you have a concern?  
Appeal or Complaint?  
Escalating concerns  
Formal complaints  
Industry complaints  
Appeals  
Whistleblower  
protections

## Our Complaints & Appeals System

NCCH uses a “complaints and appeals management system” to handle matters where a client of NCCH has expressed any dissatisfaction with the service received from us, including decisions made about their tenancy or social housing application.

Our complaints and appeals system encourage the quickest possible resolution of all matters of concern for our clients.

Approaches range from simple and informal ways to resolve the issue, to more formal processes.

All complaints help us to improve the quality of what we do, so each complaint can help other people too.

## Do you have a concern?

There are many different types of concern.

Complaints are concerns about OUR actions or behavior. If you have a concern about the service you or someone else is receiving from NCCH this is likely to be a complaint, and it is important that you talk about it to us directly. Our staff can assist in recording your complaint.

Appeals are concerns about OUR decisions. If you are concerned about a decision that has been made, we are required to explain our reasons to you. You still have the chance to provide any additional information that you believe may be important. It is important that you lodge appeals within 3 months of our making the decision. Our staff can assist in recording your appeal request.

Our staff members are often able to handle matters immediately to have your concern resolved without it entering our CAS.

If we have made a mistake, we will fix the problem as quickly as we can and do our best to

ensure that it does not happen again.

If we cannot resolve the matter immediately, we will provide you with information about what you can do next.

If you do not feel comfortable in raising a concern with us directly, we can speak with another person on your behalf (although we would need your written permission for this).

## Complaints

Complaints are concerns about OUR actions or behaviour - rather than decisions.

Note that concerns about OTHER PEOPLE, such as our tenants, are not complaints. Concerns about tenant behaviour are Neighbour Concerns. For more information, see the *NCCH Good Neighbour* factsheet.

Complaints always have a systems element; they involve our actions or behaviour, such as:

- Problems with NCCH systems
- Our behaviour in applying systems eg. failure to respond
- Non-compliance with our published systems

**We always ask that you try resolve your concern directly with your Tenancy Manager before registering a complaint.**

## Lismore Branch

107-109 Molesworth St.  
PO Box 145,  
Lismore NSW 2480  
P: (02) 6627 5300  
F: (02) 6622 4261  
E: richmond@ncchc.org.au

## Tweed Branch

Units 9 & 10,  
2 Blundell Boulevard  
PO Box 6423,  
Tweed Heads South 2486  
P: (07) 5523 0337  
F: (07) 5513 0337  
E: tweed@ncchc.org.au

## Grafton Branch

119 Pound Street,  
Grafton NSW 2460  
PO Box 948, Grafton  
P: (02) 6642 6244  
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E: clarence@ncchc.org.au

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The North Coast Community Housing Company Limited

# Complaints and Appeals

## If your Tenancy Manager cannot resolve the concern

We understand that sometimes you may not be able to raise a concern directly with a specific staff member, or you may feel that your concern has still not been resolved.

In these cases, you are welcome to escalate your concern to a more senior member of staff. This is especially true for:

- Very serious matters, including allegations of staff misconduct
- Serious concerns about NCCH service delivery systems.

In these cases we encourage you to lodge a complaint with us.

## How do I lodge a complaint?

You can lodge a complaint or appeal through any of the following methods:

By indicating to any staff member that you wish to lodge a complaint. All staff are trained to receive and record your complaint in any form you wish to deliver it

Verbally: By telephone or attendance at one of our offices or at a Tenant Forum. We can provide a translator or interpreter service if you require

In writing: By letter or email - or completing the Complaints & Feedback form on our website at:

[www.ncchc.org.au](http://www.ncchc.org.au)

## How your complaint is treated

Once our Complaints & Appeals System (CAS) receives your complaint we do the following:

Your complaint is registered in our central register - and you will receive an acknowledgement

Your complaint is directed to the person who can best investigate and resolve the matter

We will aim to resolve your complaint - or provide further explanation - with 28 days.

If you are still dissatisfied, we will provide you with your further complaint or appeal options. In some cases you may be able to have the matter reviewed internally.

## Further options

If you are still not satisfied with the outcome or our complaint process, you may be able to seek further independent assistance.

The best option to pursue your complaint will depend on the nature of the issue. For further information, we recommend that you view the [Community Housing](#)

[Complaints, Issues & Appeals Management Framework](#) which is available from the FACS website:

[www.facs.nsw.gov.au/housing/community-housing-policies/complaints-issues-appeals-management](http://www.facs.nsw.gov.au/housing/community-housing-policies/complaints-issues-appeals-management)

The chart at the end of this Factsheet shows the internal review hierarchy for dealing with your complaint:

## Appeals

Appeals are concerns about a decision (rather than actions or behaviour). Where we consider your appeal this is known as a 'First Level Appeal'.

The following are some examples of decisions that could be subject to a First Level Appeal:

- Applications for housing.
- Applications for a transfer
- Removal from the waiting list (NSW Housing Register)
- Requests for property modifications or improvements
- Succession of tenancy
- Maintenance decisions
- Housing offer decision
- Rental subsidy calculations

## An appeal or a complaint?

Do not be concerned if you are unsure if the matter you want resolved is an *appeal* or a *complaint*. Where you provide us with the information about your concern, we will ensure it is appropriately and correctly processed.

## Lodging your appeal

You must lodge an appeal against our decision within three months of the original decision in the matter. You can provide any additional information that you think may help your case. All supporting documentation needs to be current and specific to how it supports your case.

You can lodge a complaint or appeal through any of the following methods:

- By indicating to any staff member that you wish to lodge an appeal. All staff are trained to receive and record your appeal in any form you wish to deliver it - but it is best that your appeal request is put into writing and signed by you. This provides evidence for you that you have lodged an appeal
- Verbally: By telephone or attendance at one of our offices or at a Tenant Forum. We can provide a translator or interpreter service if you

# Complaints and Appeals

require. Again, it is important that your appeal request is put into writing and signed by you. This provides evidence for you that you have lodged an appeal

- In writing: By letter or email - or completing the Complaints & Feedback form on our website at: [www.ncchc.org.au](http://www.ncchc.org.au)

## How your appeal is treated

Once our Complaints & Appeals System (CAS) receives your appeal we do the following:

**Your appeal is registered in our central register - and you will receive an acknowledgement**

**Your complaint is directed to the person who can best investigate and resolve the matter**

**All appeals result in a complete internal review of the reasons the decision was made**

**We will consider additional information that you provide to support your appeal**

- NCCH will decide whether the decision complied with the current policies and procedures of NCCHC. NCCHC may also contact during this review period to discuss your situation or to seek further information
- All appeals are conducted by a senior manager of NCCH. The staff member who made the original decision you are appealing is prevented from making any decision about your appeal

We will aim to resolve your appeal - and provide further explanation - with 28 days.

## How are appeals resolved?

**We can:**

- Change the original decision in full or part (Appeal Upheld); or
- Decline your request to change the decision (Appeal Dismissed).

- We aim to decide your appeal - and provide further explanation - with 28 days.

- Where we dismiss your appeal we will notify you of further appeal options.

## Housing Appeals Committee

If you are unhappy with the outcome of your appeal, you can lodge a Second Level Appeal. Second Level Appeals are conducted by an independent body called the Housing Appeals Committee (HAC) who will completely review all aspects of the decision.

If your First Level Appeal is dismissed by us, HAC appeal information will be included with our dismissal notice.

## NOTE

### Whistleblower protections

Whistleblower protections are available for anyone who raises serious allegations of misconduct, fraud or unethical behavior by NCCH management, staff or contractors. See our website [ncchc.org.au](http://ncchc.org.au) for further details and for whom to contact to “blow the whistle”

