



ABORIGINAL COMMUNITY HOUSING LTD

Customer Feedback and Complaints Policy

Version 1.0

This policy has been adopted by:

Name of Company	Adoption Date
Aboriginal Community Housing Ltd (ACHL)	February 2025
Aboriginal Community Housing (Vic.) Ltd (ACHVL)	February 2025

And any other entities within ACHL which adopt this policy.

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1. INTRODUCTION

Aboriginal Community Housing Limited s (ACHL) aims to provide a high standard of service in all areas of our operations. We recognise however that there will be occasions when customers and others receiving services from us, providing services to us or significantly affected by ACHL's operations may wish to compliment, comment on or complain about an aspect of our service. ACHL appreciates any feedback that our customers and communities choose to provide and aim to resolve any complaints in a timely manner.

- A complaint is a registered expression of dissatisfaction with a service, lodged by a complainant or their representative. It must relate to a specific occurrence or episode, including the non-delivery of service, which has an impact in the individual complainant. It may be lodged verbally, in writing via post, email or by completing a form available from our office, or online by visiting the website, or over the telephone, or in person.

This policy describes our overall arrangements for responding to comments and complaints. It is supported by detailed operational procedures. The policy and procedure apply to any person[s] who receives, requests or provides a service from or to us, or is significantly affected by ACHL service delivery operations.

2. AIM

The aim of the policy is to ensure that:

- All comments on the standards of services are considered and where appropriate acted upon, with a response provided to the person providing the feedback.
- All complaints are dealt with in a timely manner within the prescribed timeframes, and where possible to the satisfaction of both the complainant and ourselves.
- Any improvements to our policies and procedures identified as a result of a comment or complaint are implemented.
- We perceive comments and complaints as an opportunity for positive action.

3. PRINCIPLES OF ACHL CUSTOMER FEEDBACK AND COMPLAINTS POLICY

3.1. General

ACHL is committed to the efficient, equitable and fair resolution of all comments and complaints lodged.

The management of complaints will meet all legislative requirements, industry standards and guidelines and comply with any specific program requirements.

3.2. Visibility

Information on how to provide feedback and/or make a complaint will be available in the form of brochures located at all ACHL offices, in the renter/tenant handbook received at sign-up of new tenancies, promoted via the ACHL Customer Promise, from any ACHL operational staff member and on the ACHL website at www.achl.org.au.

The ACHL Customer Feedback and Complaints Policy will be published on the organisation website and can be requested to be viewed by a customer at any time. This will include information on external bodies that customers can contact to assist in resolving the complaint.

3.3. Responsiveness

All complaints will be dealt with courteously. We will aim to respond within specified timeframes which are detailed in the Complaints Indicative Timeframes document and in the ACHL Customer Promise.

3.4. Confidentiality

ACHL staff members shall respect the privacy of complainants and treat all documentation as confidential. A customer's personal information will not be given to another person unless there is lawful reason to do so and/ or with consent. Wherever possible, we will respect the confidentiality of complainants and those being complained about. Where it is necessary to reveal the name, we will only do so with the individual's consent.

3.5. Objectivity

ACHL seeks to provide customers with the opportunity to have their feedback received by ACHL and any complaint to be reviewed and investigated in a fair and equitable way, and to encourage continual improvement in the operational policies and practices of ACHL.

3.6. Accountability

The complaint handling procedure must follow due process and be just to all parties. All complaints will be dealt with fairly and professionally, without consequence to the customer or to their status as a ACHL customer.

3.7. Accessibility

We will, where necessary, assist those wishing to make a comment or complaint by arranging translation facilities or providing help for those with hearing or sight impairment. An advocate can assist a customer during the complaint's procedure.

The person making the complaint may advise ACHL in writing if they wish to authorise a particular person to act on their behalf. The authority will include the advocate's name, contact number and relationship to the customer.

Staff acknowledge that some complainants may only wish to make a verbal complaint and, in those instances, they will be treated no differently to complaints lodged in writing via post, email or by completing a form available from our office, or online by visiting the website or over the telephone.

3.8. Appeal

A person making a complaint has the right to pursue a formal Appeal Process if they are dissatisfied with the ACHL Customer Feedback Process and subsequent outcome. Any complaint received from a customer that fails to be resolved within the ACHL Customer Feedback Process will be referred to the internal appeal process with the permission of the customer.

Should the customer still not be satisfied with the outcome of this process, they will be referred to an appropriate external Appeal Body for their State and requirements in which ACHL has operational presence. A list of agencies that may assist in resolving the complaint is detailed in the External Avenues of Appeal document.

3.9. Staff

If a complaint involves investigations into staff conduct, ACHL Disciplinary Procedures may be applicable. In the case of complaints being made against the Managing Director, the Board of Management will undertake the investigation.

3.10. Anonymous complaints

ACHL acknowledges that there may be occasions when a complainant wishes to remain anonymous. In these circumstances, the feedback will be registered in the ACHL Feedback Register as a comment. It will be investigated and assessed by ACHL operational teams and action taken as deemed appropriate by the nature of the information received. Communication regarding the process and outcome of the complaint will not be made due to the anonymity of the complainant.

3.11. NDIS participants

NDIS recipients living in ACHL accommodation may use ACHL's Customer Feedback and Complaints processes or may also contact the NDIS complaints line on 1800 800 110 or complete an online form (<https://www.ndis.gov.au/contact/feedback-and-complaints>).

They may also call the NDIS Quality and Safeguards Commission on 1800 035 544.

4. HOW ACHL AIMS TO ACHIEVE THESE POLICY PRINCIPLES

4.1. Responsibility

The Manager of each business unit is responsible for ensuring this Policy is implemented. They must:

- Ensure the Customer Feedback and Complaints Procedure is adhered to, and
- Ensure that all complaints received are entered into the ACHL Feedback Register.

4.2. Monitoring

ACHL will:

- Record and respond to all customer feedback received and ensure it is operating effectively and responding to changing needs and circumstances.
- Monitor compliance with policy and procedure.
- Make changes to policies and procedures if this is recommended as a result of feedback received.

4.3. Staff training and development

ACHL will:

- Ensure all staff understand its policies and procedures.
- Ensure all staff regularly participate in sector and internal training opportunities regarding the management of customer feedback and complaints.
- Ensure all staff are equipped with the skills to receive and respond to feedback appropriately and diligently.

5. RELATED RESOURCES

5.1. ACHL Group References

[ACHL Customer Promise](#)

[ACHL Customer Feedback and Complaints Procedure](#)

[ACHL Appeals Policy and Procedure](#)

[ACHL Housing and Homelessness Policies](#)

[ACHL Privacy Policy](#)

[ACHL Disciplinary Policy and Procedure](#)

[ACHL Code of Conduct](#)

5.2. External References

[National Regulatory Community Housing Standards](#)

[Victorian Community Housing Regulatory Framework](#)

[Western Australian Community Housing Regulatory Framework](#)

[Housing Assistance Act 1996 \(COM\)](#)

[State Housing Acts \(NSW 2001, NT 1982, QLD 2003, SA 1995, TAS 2022, VIC 1983, WA 1980\) State Residential Tenancy and Rooming Acts \(NSW 2010, NT 1999, QLD 2008, SA 1995, TAS 1997, VIC 1997, WA 1987\)](#)

[Community Housing Providers National Law Acts 2013 \(NT, NSW, QLD, SA and TAS\)](#)

Related resources (cont.)

[The National Affordable Housing Agreement](#)

[NRSCH National Regulatory Code](#)

[Consumer Charter for Community Managed Housing and Homelessness Services \(VIC\)](#)

[NDIS Quality and Safeguarding Framework](#)

[National Disability and Insurance Scheme Act 2013](#)

[NDIS Code of Conduct and Rules](#)

[The Human Rights and Responsibilities Charter Act 2006 \(VIC\)](#)

[Human Rights Act 2019 \(QLD\)](#)

[Privacy Act 1988 \(COM\)](#)

[NSW Housing Appeals Committee Charter](#)

6. MONITORING AND REVIEW

This policy is maintained and managed by the ACHL Group's National Operations Manager.

This document should be reviewed and revised periodically and/or as required. The period between reviews must not exceed three years. This document remains valid until such time that a new version is published.

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