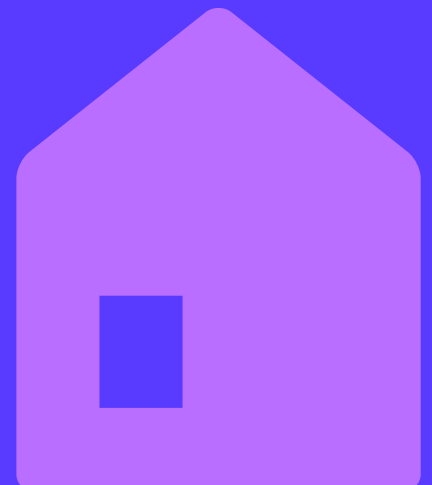
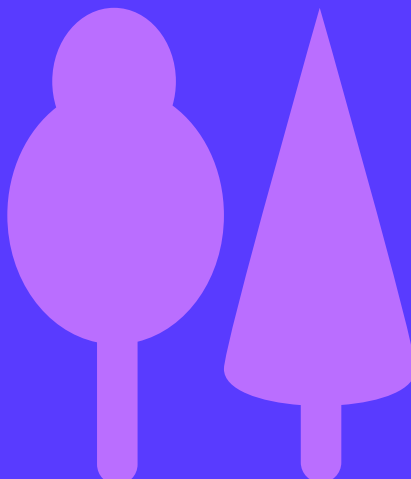
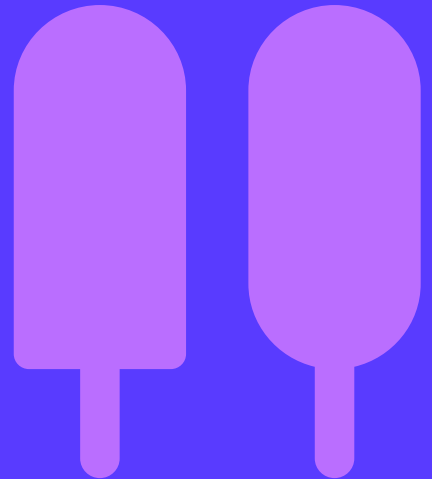
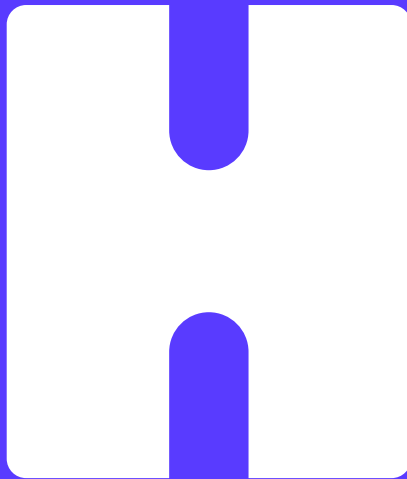
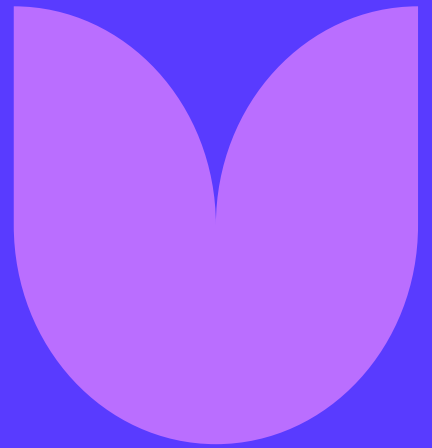


Community  
Housing<sup>LTD</sup>  
You belong.

Feedback,  
Complaints  
and Appeals



At CHL, we welcome your feedback as your voice helps us improve so that we can continue to provide high-quality services to our communities. Whether something went well or didn't feel right about a particular service, experience or event, we want to hear from you.

### CHL commits to:



Handle feedback, complaints and appeals with fairness, respect and accountability



Communicate and respond to you in a timely manner



Protect your privacy and confidentiality



Use your feedback to improve our services

## What is feedback?

### Compliments

A compliment is when you would like to tell us when you were happy with a service you received or an interaction you had with our CHL team, such as helpful support, good service or a staff member who made a positive difference.

### Suggestions

Suggestions can be ideas for improving the services we provide, ideas for new initiatives or ideas for extra services that are not currently offered.

## What is a complaint?

### Tenancy complaint

A tenancy complaint is a concern raised about the behaviour, actions, or property use of a tenant/renter, resident or their visitor/s where a breach of the tenancy agreement may have occurred. Examples may include:

- Nuisance, aggressive or anti-social behaviour
- Intentional damage caused to property
- Illegal activity
- Unauthorised occupant or pets.

### Service complaint

A concern raised about the quality of the service provided (including the management of tenancy complaints), how a decision or action was taken, or the conduct and behaviour of CHL staff, volunteers or contractors. Examples may include:

- Service delivery issues
- Staff or contractor conduct
- Failure to follow policy, procedure, or legislation
- Inadequate consideration of customer circumstance.

Complaints are best managed when raised as early as possible. It can be harder to action concerns if a long time has passed since the issue occurred.

We understand that raising a complaint can feel difficult. CHL will support you to share your concerns and will work with you to resolve them in a way that feels safe, respectful and comfortable.

## Complaining about a neighbour

Sometimes neighbours may disagree about something which can become a source of distress and frustration. This is known as a neighbourhood dispute and is common within community living.

CHL will take all reasonable steps to support everyone's quiet and peaceful enjoyment of their home, however we will only intervene in neighbourhood disputes if there has been a breach of the tenancy agreement.

If you are having difficulty with a neighbour, we encourage you to try and settle any disagreements or disputes with your neighbours first – as long as you feel safe to do so. Ask your Housing Officer for a copy of our *Being a Good Neighbour Information Sheet* for more information to help resolve issues early and respectfully.

## Matters that fall out of CHL's jurisdiction

Some matters fall outside CHL's role in managing housing and tenancies. While we may be able to provide general information or help point you in the right direction, certain issues must be handled by the appropriate authority or service. For example, CHL cannot:

- Investigate criminal behaviour – this is the role of police
- Intervene in matters that do not breach tenancy law
- Act as a formal mediator between residents – this is the role of independent dispute resolution services
- Replace emergency services in situations involving danger or violence.

If there is immediate danger, illegal activity or violence, please contact police or emergency services.

If you're unsure who to contact, we are happy to help guide you.

## How to lodge feedback or complaints

You can contact CHL in the way that suits you:



### In person:

Visit your local CHL office



### By post:

Send written correspondence to CHL  
– find our office information on the last page.



### By phone:

Call 1300 245 468



### Online:

Complete the feedback and complaint form at [chl.org.au/contact/](https://chl.org.au/contact/)



### By email:

[info@chl.org.au](mailto:info@chl.org.au)  
(you may remain anonymous)

You may choose to provide anonymous feedback. However, this may limit our ability to fully address your concerns. You can also have a support person, advocate or representative assist you.

# What happens after I lodge a complaint?

Our complaint process is simple, fair, transparent and focused on solutions.

## 1. Listen

When you contact us with a complaint, we will listen carefully to your concerns and make sure we understand what has happened and what is important to you.

## 2. Acknowledge

We will send confirmation to you in writing that we have received your complaint and outline your concerns and the next steps of the process.

## 3. Investigate

We will reach out to you as well as other parties, including the respondents, where necessary, to ensure all relevant information has been obtained.

## 4. Review

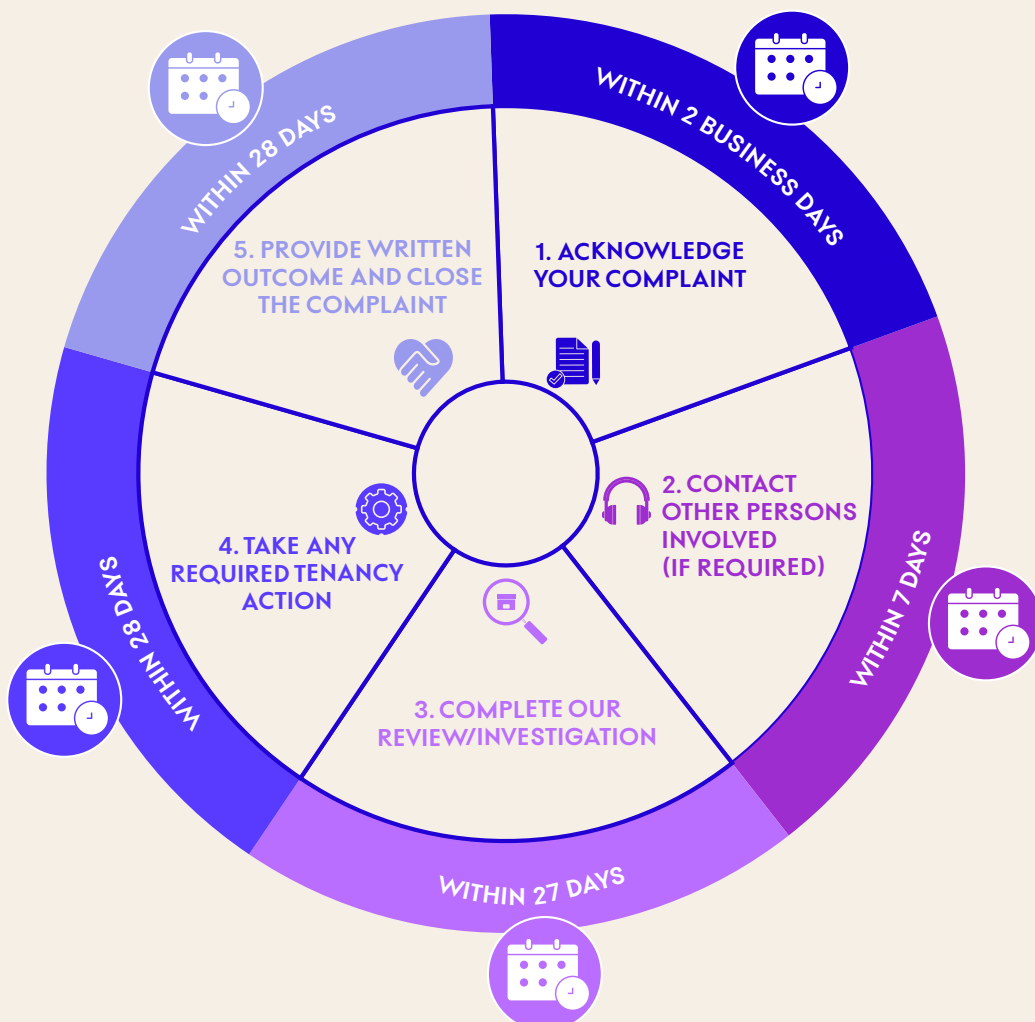
We will review and investigate the information gathered and consider possible options to help support a suitable resolution.

## 5. Communicate

We will keep you informed during the process and provide a clear outcome once the matter is finalised.

## 6. Inform

Once we have completed the review of your complaint, we will notify you in writing of the outcome and where appropriate, outline any actions to be taken while ensuring privacy and confidentiality.



## If a complaint is made about you

If CHL contacts you about a concern relating to your tenancy or property, we encourage you to:

- contact CHL as soon as possible
- read and follow the information in the letter or message
- arrange a time to discuss the issue with us
- take steps to address the concern where appropriate.

If no response or contact is made to discuss the concerns raised, CHL may act solely on the information available.

CHL's goal is to work with you to resolve concerns fairly and early. You can also ask CHL about support services available in your community if you need assistance.

## What if I am not satisfied with the outcome?

If you are not satisfied with the outcome of your tenancy complaint, you can ask for it to be reviewed. A different staff member or manager will look at the matter again to ensure it was handled fairly and in line with our policies, procedures and relevant tenancy law.

## What happens to my information

Confidential records are kept for every complaint or appeal received, including all correspondence related to the process. Your information is used to review and resolve your concerns. It also helps us improve our services and better understand the needs of the local community.

## When can I appeal a decision?

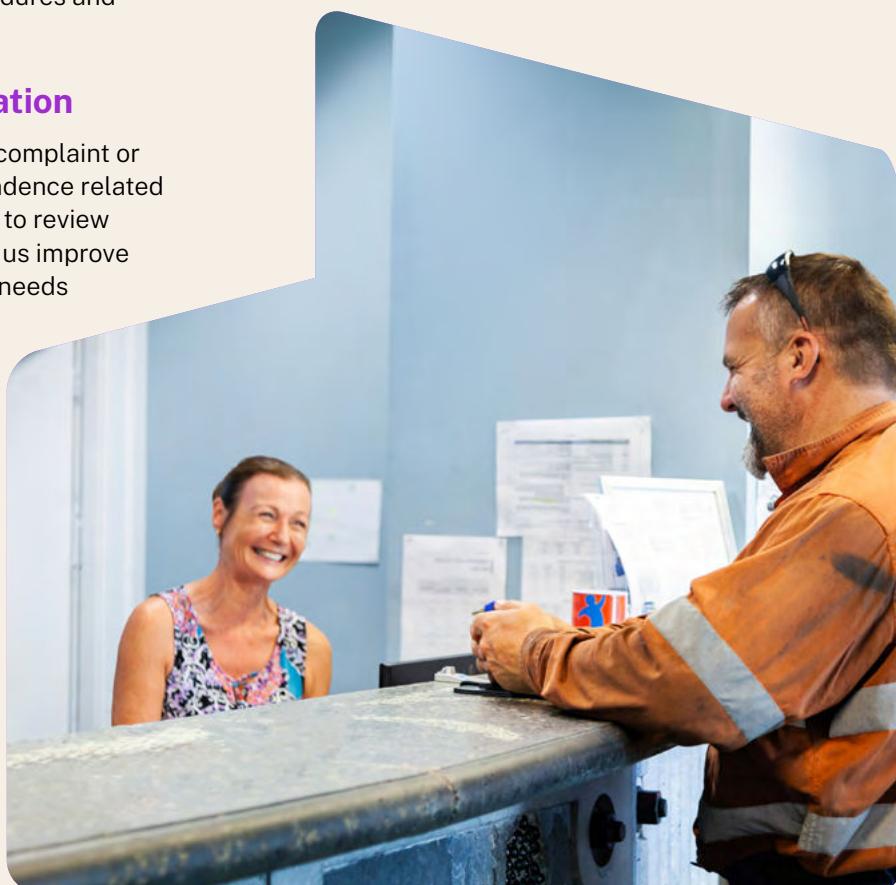
If you are unhappy with the response of your service complaint, you may be able to appeal the decision if one or more of the following applies:

- You believe the process was not followed correctly
- You feel the decision was unfair, unlawful or unreasonable
- Important information or personal circumstances were not considered.

Your appeal will be considered by a panel of senior staff members, who were not involved in the original decision.

Please be aware that you cannot lodge an appeal if it does not relate to a formal CHL decision, you are not directly affected by the decision, or the decision has already been considered through our appeals process.

You do have the right to escalate your concerns to an external authority who may investigate or provide mediation.



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## Need help with your complaint or appeal?

If you need help giving feedback or making a complaint, an appeal or compliment, call us on 1300 245 468 or email [info@chl.org.au](mailto:info@chl.org.au).

### Tenants' advice and advocacy services

|                    |                                                                                                                         |
|--------------------|-------------------------------------------------------------------------------------------------------------------------|
| New South Wales    | 1800 251 101   <a href="http://www.tenants.org.au/tu/tenants-advice-line">www.tenants.org.au/tu/tenants-advice-line</a> |
| Northern Territory | 1800 812 953   <a href="http://www.dcls.org.au/tenants-advice">www.dcls.org.au/tenants-advice</a>                       |
| Queensland         | 1300 744 263   <a href="http://tenantsqld.org.au/">tenantsqld.org.au/</a>                                               |
| South Australia    | 1800 060 462   <a href="http://www.syc.net.au/home/rentrightsa/">www.syc.net.au/home/rentrightsa/</a>                   |
| Tasmania           | 1300 652 641   <a href="http://www.tutas.org.au/">www.tutas.org.au/</a>                                                 |
| Victoria           | 1800 068 860   <a href="http://www.tenantsvic.org.au/">www.tenantsvic.org.au/</a>                                       |
| Western Australia  | 1800 621 888   <a href="http://www.circlegreen.org.au/tenancy/">www.circlegreen.org.au/tenancy/</a>                     |

### Aboriginal tenants' advice and advocacy services

|                    |                                                                                                                                                              |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| New South Wales    | <b>NSW Aboriginal Tenancy Advice and Advocacy Services</b><br>02 4312 6747   <a href="http://www.nswats.com.au/">www.nswats.com.au/</a>                      |
| Northern Territory | <b>North Australian Aboriginal Justice Agency</b><br>1800 898 251   <a href="http://www.naaja.org.au/">www.naaja.org.au/</a>                                 |
| Queensland         | <b>Queensland Statewide Tenant Advice and Referral Service (QSTARS)</b><br>1300 744 263   <a href="http://www.tenantsqld.org.au/">www.tenantsqld.org.au/</a> |
| South Australia    | <b>RentRight SA</b><br>1800 060 462   <a href="http://www.syc.net.au/home/rentrightsa/">www.syc.net.au/home/rentrightsa/</a>                                 |
| Tasmania           | <b>Tasmanian Aboriginal Legal Service</b><br>1800 595 162   <a href="http://www.tals.net.au/">www.tals.net.au/</a>                                           |
| Victoria           | <b>Aboriginal Tenants at Risk Program</b><br>03 9480 7777   <a href="http://www.aal.org.au/">www.aal.org.au/</a>                                             |
| Western Australia  | <b>Circle Green Community Legal</b><br>1800 621 888   <a href="http://www.circlegreen.org.au/tenancy/">www.circlegreen.org.au/tenancy/</a>                   |

## NDIS/SDA services

|                                          |                                                                                                                                                            |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>NDIS/SDA assistance</b>               | NDIS complaints line: 1800 800 110<br><a href="http://www.ndis.gov.au/contact/feedback-and-complaints">www.ndis.gov.au/contact/feedback-and-complaints</a> |
| <b>Quality and Safeguards Commission</b> | 1800 035 544                                                                                                                                               |

## Service Access

|                                                            |                                                                                            |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| <b>National Relay Service</b>                              | <a href="http://www.accesshub.gov.au/about-the-nrs">www.accesshub.gov.au/about-the-nrs</a> |
| <b>Translating and Interpreting Service (TIS National)</b> | 131 450   <a href="http://www.tisnational.gov.au/">www.tisnational.gov.au/</a>             |

## Human Rights services

|                                           |                                                                                                                                                                                                          |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Australian Human Rights Commission</b> | 1300 369 711<br>For complaints: 1300 656 419<br><a href="mailto:infoservice@humanrights.gov.au">infoservice@humanrights.gov.au</a><br><a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a> |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Main customer-facing offices for each state

|                           |                                                      |
|---------------------------|------------------------------------------------------|
| <b>New South Wales</b>    | Level 1, 16 Clarence Street, Port Macquarie NSW 2444 |
| <b>Northern Territory</b> | Level 1, 1 Palmerston Circuit, Palmerston NT 0830    |
| <b>Queensland</b>         | 30 Price Street, Nerang QLD 4211                     |
| <b>South Australia</b>    | Level 1, 49 Edward Street, Norwood SA 5067           |
| <b>Tasmania</b>           | Level 1/288 Invermay Road, Mowbray TAS 7248          |
| <b>Victoria</b>           | Ground Level, 1 Chapel Street, Blackburn VIC 3130    |
| <b>Western Australia</b>  | 19 Catherine Street, Subiaco WA 6008                 |

[Click here to find your local CHL office](#)

