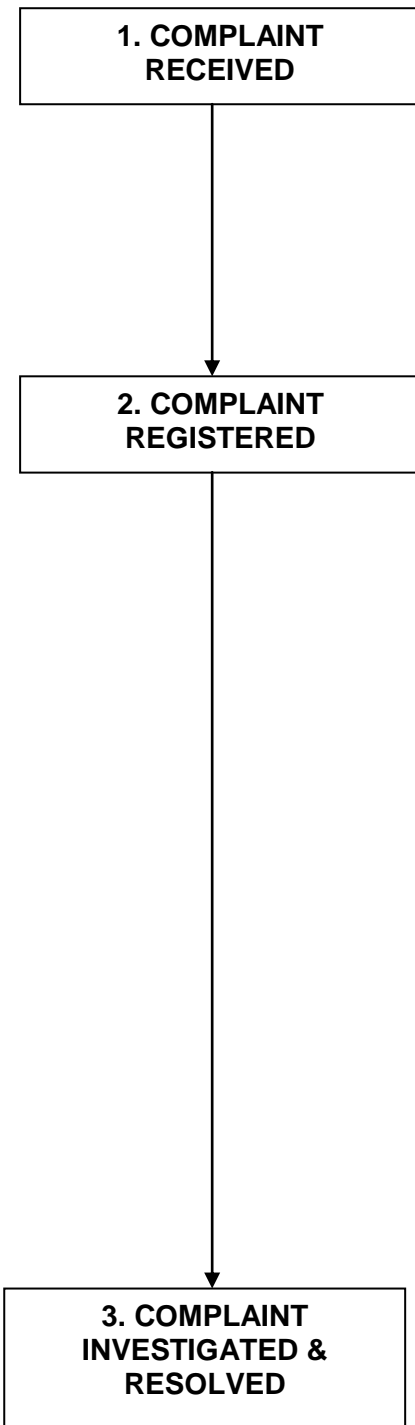


The procedure for handling complaints is:



A complaint can be made by a client or applicant (or an advocate representing the client/applicant).

The complaint can be made:

- verbally (in person or by telephone)
- lodged as a written complaint letter (letter, fax, e-mail)
- electronically via NCCHC on-line Complaints/Comments/Feedback system available on our web-site www.ncchc.org.au)
- or on the standard NCCHC Complaints and Feedback form

The complaint will be referred to the Executive Assistant (EA) in the first instance.

For verbal complaints, the EA will provide the complainant with a *NCCHC Complaints and Feedback Form* [CLI FORM-CORP-GEN-0001-1 COMPLAINTS AND FEEDBACK FORM](#). If the form is sent by mail a **self addressed envelope** marked CONFIDENTIAL will be provided, ensuring correct return to the EA. ,

Complaints in written form in the complainants own words (as above) are preferred, however details of the complaint can be collected on behalf of the complainant. Information recorded shall be either shown or read prior to the complaint being investigated to ensure the complaint details accurately represent the complaint.

The EA will log the complaint on the *Register of Complaints database*) and refer the matter to the appropriate NCCHC person for investigation:

Complaint about actions of:	Referred to:
General Manager	Secretary, Board of Directors
Executive management member	General Manager
Tenancy services team or tenancy policy/issue	Housing Services Manager
Finance Team or financial policy issue	Business & Finance Manager
Assets team or assets/maintenance issue	Property & Assets Manager

The complaint will be investigated and assessed, identifying which policy, procedure or standard has been breached.

Written acknowledgment will be provided to the complainant within 3 working days.

The **Register of Complaints** (Electronic database) will record the action taken to resolve the complaint

The matter will be resolved within 21 working days (where possible). Where the complaint has not been resolved within 21 working days the complainant will be advised by telephone or in writing why the delay has occurred, what further action is required and when a result will be produced.

Notes on handling complaints

- If the complainant is not satisfied with the outcome of the complaint made, a formal complaint can be made directly to the General Manager.
- Complaints requiring further action will be referred to the General Manager or Secretary of the Board
- All complaints will be subject to a review process, including the improvement policies, procedures and systems wherever appropriate.
- A report, including a summary and analysis of all complaints received, will be provided to the Board of Directors on a quarterly basis. The report will include
 - Number of complaints received
 - Time taken to resolve the complaints
 - Service improvements made as a result of the complaints
- If the complainant remains dissatisfied with the outcomes of their complaint or appeal the Company will offer to meet with them and an independent mediator (under the mediation rules of the NSW Law Society). The Community Justice Centre is the Company's preferred mediation service provider. If no solution is for the conflict either party has recourse to seek some form of external arbitration or intervention to resolve the dispute.
- If a complaint is deemed to be a serious complaint, then it will be referred to the General Manager as a matter of urgency.

A serious complaint includes where there is a potential for criminal action or employment termination if the basis for the complaints is ultimately found to be legitimate. This can include (but not limited to) allegations of corruption, harassment, physical harm, criminal offences or serious misconduct by an employee. A serious complaint also includes matters which are raised by a public authority or a Member of Parliament (or similar other), where the matters may be a serious threat to the reputation of the Company or cause financial, legal or other harm to the Company if proven to be valid.

Where the complaint concerns the General Manager, the complaint will be immediately referred to the Secretary of the Board of Directors

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Developed by:	Housing Services
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