

# Appeals, Complaints and Feedback

## Factsheet



SGCH encourages customers and stakeholders to let us know their opinions about our service at any time.

Appeals, complaints and feedback are valued and used to improve our service delivery and processes. We are committed to handling them fairly and openly. Customers and stakeholders are not disadvantaged if they appeal, complain or give feedback. See our Appeals, Complaints and Feedback Policy for full details.

### What is the difference between appeals, complaints and feedback?

An **appeal** is when someone asks us to review a decision we made in relation to your tenancy, housing assistance or an outcome of your housing application.

A **complaint** is when someone tells us they are unhappy with our service or products and expects a written response from us. This includes external services we arranged for you, such as a contractor or support service. A complaint is not:

\* A **tenancy matter**, such as a neighbour dispute or reports of anti-social behaviour. These matters are managed under the Residential Tenancy Act (RTA) 2010. Please contact your tenancy manager or refer to our Anti-Social Behaviour Factsheet.

\* Matters in relation to **repairs** and their timeframes. To report or follow up on repairs, please refer to our

Repairs and Maintenance Factsheet or call 1800 573 370.

\* Matters in relation to **housing applications and wait times**. Please call 1800 573 370 to speak to our staff.

If you are unhappy with how your issue was dealt with, then you are welcome to lodge a formal complaint.

**Feedback** is when customers and stakeholders let us know how they feel about our service and products. This includes giving compliments and providing suggestions for improvement.

### How can I lodge an appeal, make a complaint or give feedback?

You can do this by email, letter, over the telephone, by using the form on our website or in person at any of our offices. Our Manager Customer Feedback is also available to talk to or meet with you.

### What happens after I lodge an appeal or complaint?

The timeframe to appeal a decision or make a complaint is generally limited to three months from the date of the decision.

An acknowledgment of your appeal or complaint will be provided within three business days. An outcome will be provided within 20 business days.

If we need further time to investigate or require additional information, we will let you know during the review process.

Appeals, complaints, and feedback are managed by the Manager Customer Feedback and are reviewed by a member of the leadership team.

You can make a complaint or give feedback anonymously, although we will not be able to respond to you.

### What decisions can I appeal?

You can appeal the following types of decisions:

- property offers
- decisions relating to eligibility for social or affordable housing or housing assistance
- property entitlements
- rent calculations or rent subsidy cancellations
- transfer applications
- requests to modify properties
- requests for alterations
- succession of tenancy
- tenant charges. (where there is no order directed by the NSW Civil and Administrative Tribunal (**NCAT**))

Decisions that may not be possible to appeal include:

- matters which are the responsibility of the NCAT
- decisions that are not directly related to the person
- our policies
- internal administrative or funding matters
- matters not relating to our housing services (e.g. tenant participation, support and referral services).

### Who can lodge an appeal?

The person affected by a decision can lodge an appeal (or their representative who has Authority to Act).

### What if I do not agree with the outcome of my appeal?

You can lodge a Second-Tier appeal with the **Housing Appeals Committee** (HAC), who are an independent agency.

HAC reviews our investigation and decision then makes a recommendation back to us and we will let you know the final outcome.

Refer to the HAC website ([www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)) for further information.

### Complaints

#### Who can lodge a complaint?

We welcome complaints and any customer or stakeholder can make a complaint. All communication must be made respectfully.

#### What if I'm not happy with the response to a complaint?

We understand that you may not always agree with the outcome of your complaint. You can refer this further to a member of our leadership team.

Further assistance or avenues include:

- \* Tenants' Advice and Advocacy Services (TAAS)
- \* Aboriginal Tenants Advice and Advocacy Service (ATAAS)
- \* NCAT for relevant matters within their jurisdiction (NCAT)
- \* Community Legal Centres NSW



### CONTACT US

1800 573 370

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