

POLICY 1.15 HAVE YOUR SAY – FEEDBACK AND COMPLAINTS

OVERVIEW

ILV wants to hear what you think of us and our services. Your experiences can help us improve our services.

Anyone who has dealings with ILV (we, our, us) can give feedback or make a complaint.

WORD LIST

Feedback: Your views about us, our staff, our properties and our services

Complaint: Type of feedback when you are not happy with the way we did things

POLICY

This policy covers:

- Feedback, compliments and complaints
 - Complaints
- How to give feedback or make a complaint
- What happens if you complain?
- What you can do if you are not happy with the outcome of your complaint
- Complaints about the CEO
- Learning from feedback/complaints

FEEDBACK, COMPLIMENTS AND COMPLAINTS

Feedback is what you think about our housing, our staff or our services.

Your feedback can be:

- a compliment (where you think we do something well)
- a suggestion to improve how we do things
- a complaint (when you are not happy with us or our services).

Anyone who lives in our properties or has any dealings with us can give feedback.

COMPLAINTS

Complaints are a type of feedback that you give when you are not happy with us or our services.

It's ok to complain. We will not treat you any differently if you make a complaint.

You can complaint about:



- Where you live (property)
- Our services e.g. maintenance and repairs
- Our staff e.g. if you are not happy with your dealings with them



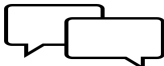
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- How we do things or the time we take to do things

You can make the complaint yourself or someone may make it on your behalf.

HOW TO GIVE FEEDBACK OR MAKE A COMPLAINT

Contact us:

	By phone 1300 951 587
	By email info@ILV.org.au
	By speaking with a staff member

Need help?

Your Support Provider or Support Coordinator might help you.

You can also contact People with Disabilities Australia phone 1800 422 015

WHAT HAPPENS IF YOU COMPLAIN?

STEP IN COMPLAINT PROCESS	WHAT WE WILL DO
<p>1. We will find out about your complaint ...</p> <p>And see if we can deal with the issue straight away</p>	<p>We will listen to you.</p> <p>We may ask questions to find out more e.g.</p> <ul style="list-style-type: none"> • What happened? • When, where did it happen • Any impact on you • What you want us to do (outcome you would like) <p>We will ask for your name and contact details. You can make a complaint anonymously (not give your name) but we won't be able to respond to you personally.</p> <p>In some cases, we may be able to deal with the issue straight away.</p>

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<p>2. We will make a record of your complaint</p> <p>3 days</p>	<p>We will make a record of your complaint in our complaints register.</p> <p>We will confirm that we have received your complaint.</p>
<p>3. We will review your complaint and decide on what action we will take</p> <p>5 days</p>	<p>We will assess your complaint to see if it is:</p> <ul style="list-style-type: none"> • Something we can fix quickly e.g. follow up a delay in getting a repair • Something we might need to investigate further. <p>We will tell you what action we plan to take.</p>
<p>4. We will respond to your complaint</p> <p>28 days</p>	<p>We might:</p> <p>Take immediate action</p> <ul style="list-style-type: none"> • Talk with you about the issue and provide information and/or an apology • Take some action to address the issue straightaway • Organise a meeting with you and other people involved in the issue. <p>Investigate</p> <p>Sometimes we might investigate further.</p> <p>We might undertake the investigation ourselves. Or we might get someone outside ILV to investigate and make recommendations on what action we should take.</p> <p>We will:</p> <ul style="list-style-type: none"> • Tell you about the proposed investigation • Keep you updated on the progress of the investigation • Let you know if the investigation is likely to take longer than 28 days.
<p>5. We will tell you what happened as a result of your complaint (Outcome)</p>	<p>We will speak with you about what we've done since we received your complaint and our response to your complaint.</p> <p>Our response might include:</p> <p>Acknowledgement: Recognition of your concerns and the impact on you.</p> <p>Answers: Information on why something happened or didn't happen or why a decision was made.</p> <p>Apology: We may accept responsibility for what happened.</p> <p>Findings of investigation: If we conducted an investigation, we will tell you about the investigation, any findings and recommendations.</p>

<p>6. We will tell you what you can do if you are not happy with the outcome of your complaint</p>	<p>We will give you information on what further action you can take if you are not happy with how we handled your complaint and/or our response.</p>
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WHAT YOU CAN DO IF YOU ARE NOT HAPPY WITH THE OUTCOME OF YOUR COMPLAINT

If you are not happy with the outcome of your complaint, you can ask for a further review (appeal).

- You can ask us to review our decision (internal review) **and/or**
- Ask another organisation to review your complaint and how it was handled (external review).

The options for review vary dependent on the type of tenancy.

ORGANISATION	WHO	DESCRIPTION
<p>Review by ILV (Internal Review)</p>	<p>All Complainants</p>	<p>Any complaint. Another person in ILV will review your complaint and how it was handled. We will let you know the outcome within 20 days.</p>
<p>Registrar of Community Housing</p>	<p>All Complainants</p>	<p>Complaints about housing (if you don't think we have met our responsibilities as a Community Housing Provider) Phone 1800 330 940 rch.nsw.gov.au</p>
<p>NDIS Quality and Safeguards Commission (NDIS Commission)</p>	<p>SDA residents</p>	<p>Complaints about services we provide to NDIS participants including:</p> <ul style="list-style-type: none"> • How we provide services e • The standard of services we provide • How we managed a complaint. <p>Phone 1800 035544</p>
<p>Tenancy Tribunal NSW Civil and Administrative Tribunal (NCAT)</p>	<p>All residents</p>	<p>Complaints about tenancy issues including breaches of the tenancy agreement, rent, repairs and maintenance. NSW – NSW Civil and Administrative Tribunal Phone: 1300 006 228 www.ncat.nsw.gov.au</p>

COMPLAINTS ABOUT THE CHIEF EXECUTIVE OFFICER

Any complaint about the Chief Executive Officer will be referred directly to the Board Chairperson.

LEARNINGS FROM COMPLAINTS

We will document each complaint. The records will be kept for seven years.

Every six months we will review any feedback or complaints we receive and consider:

- Number of feedback/complaints we receive
- Subject of feedback/complaints
- Source of feedback/complaints
- Time to resolve complaints
- Action taken in response to complaints.
- Outcome of complaints

REFERENCES

Complaints Management and Resolution Guide NDIS Quality and Safeguards Commission Version 1 May 2018

Effective Complaints Handling Guidelines for NDIS Providers NDIS Quality and Safeguards Commission Version 1 May 2018

RELATED POLICIES, LEGISLATION OR OTHER RESOURCES

Policies

- ILV Policy 1.4 Appeals

Other Organisations

- Housing Appeals Committee hac.nsw.gov.au
 - Scope of Appealable Decisions
- Registrar of Community Housing rch.nsw.gov.au
- NDIS Quality and Safeguards Commission (ndiscommission.gov.au)
 - How to make a complaint Factsheet NDIS Quality and Safeguards Commission

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