



IT'S TIME TO END
HOMELESSNESS

Client/Tenant Complaints and Appeals Information Sheet

You have the right to complain if our service hasn't been up to the mark!

Launch Housing is committed to providing quality services. The feedback we receive about the services we provide, whether positive or negative, helps us to maintain and improve our service quality.

You might have experienced service that you thought was unfair or unresponsive, or maybe you feel that your privacy has been breached. Whatever your concern is, we need to know what you have experienced,

Do you have any concerns?

If you are concerned about something you can talk to someone about it or fill in a Concern Raised form. Any staff member can give you a form and will help you complete it. In most cases, concerns can be sorted out straight away by talking to the staff member you have been dealing with, or to their supervisor. However, we like to have a written record so that we can include it in our quality service reviews.

Do you have any complaints?

There are several ways that you can lodge a complaint:

- anonymously or with your identity known,
- verbally or in writing,
- in person, via email, phone or post (email addresses and phone numbers at the end of this document).

If you would like to make a complaint

You can ask any staff member to give you a *Client/Tenant Complaint Registration Form*. Any staff member can do this, and they will be happy to help you fill in the form if you like. They will also give you a "Working Together" brochure, which explains your privacy rights, and our responsibilities to each other. You can give the completed form to them or you can post it or email it; whatever you like.

Anonymous Complaints

We can't investigate an anonymous complaint as much as one where the complainant (the person making the complaint) is identified. We investigate anonymous complaints as much as we can, and we include them in our six-monthly review of complaints so we can learn from them.

Identified Complaints

If you put your name to the complaint we will ask you if you would like to talk to someone about it. Usually that will be a coordinator or manager. You can choose what you would like to do and in the end we hope that you will be happy with the outcome. When you are we will ask you to 'sign-off' to show the complaint has been resolved. We will try to resolve it within 30 days.

Appeals

There is also an Appeals process, so if you are not happy with the resolution put to you, it can be passed to another manager for more investigation.

Respecting You

We see complaints as feedback we can learn from. We will ensure that:

- the service you receive from Launch Housing will not be negatively affected,
- your right to privacy and confidentiality will be respected,
- all documents and records relating to the complaint will be securely stored in hard-copy and electronically and access to them will be restricted to Launch Housing managers and coordinators. (Launch Housing is required to keep these documents but will make copies available to you at any time.)

Advocacy, assistance and advice services

You can have the help of an advocate of your choice at any time. This is someone who can be with you in meetings and discussions to help you explain your experience and resolve the complaint.

You can also contact another service for advice at any time. Assistance or advice on lodging a complaint, or dealing with Launch Housing throughout the complaint resolution process, is available from the following advocacy and advice services. Or, you may decide to seek assistance or support from another service, friend or relative.

Homeless Advocacy Service Freecall 1800 066 256

Victorian Equal Opportunity Commission Phone 1300 891 848 or TTY 1300 289 621

Action on Disability within Ethnic Communities (ADEC) Phone 9480 1666 or
Freecall 1800 626 078

Justice Connect – Homeless Law Phone 8636 4400 or Freecall 1800 606 313

Tenants Union of Victoria Phone 9416 2577

Victorian Housing Registrar Phone (03) 7005 8984

A tenant or prospective tenant of Launch Housing, who has made a complaint to Launch Housing, may refer the complaint to the Housing Registrar for investigation if the complaint is not resolved within 30 days after it is made.

Withdrawing a complaint

At any time after lodging the complaint, you may withdraw it, in person, in writing or over the phone, by contacting the manager or coordinator who has been dealing with your complaint.

Contact details for lodging a complaint

Call Launch Housing, 9288 9600

Send an email, subject "Complaint" to:

- tenancy@launchhousing.org.au
- feedback@launchhousing.org.au

Write to Launch Housing, 68 Oxford St, Collingwood, 3066

Give the complaint to any staff member.