

Complaints and Appeals

Information for
applicants and tenants

Wentworth delivers service with respect, compassion and integrity.

What you can expect from us:

- › to be honest, respectful and fair in our dealings with you
- › to abide by policy, standards and legal requirements
- › to provide you with a quality housing service
- › to protect your privacy and personal information
- › continued service improvement strategies

If you do have a problem or concern with our service, let us know. We want to resolve it.

What do we expect from you?

- › Treat our employees respectfully
- › Provide us with accurate information, openly and honestly
- › Read, or have read to you, any information that we send you or give you
- › Reply to our requests on time
- › Contact us to let us know if your income or household changes
- › Contact us if you need further information
- › Provide feedback about the quality of our service

What can you complain about?

Wentworth can accept a complaint about the following issues (but not limited to):

- › Quality of service provided by any staff member of Wentworth
- › Any type of alleged discrimination including racial, ethnic, gender based or sexual preference
- › Contractor behaviour such as failing to clean up following repairs/maintenance to the Wentworth dwelling
- › If Wentworth loses documents you have provided to us
- › if you disagree with a decision or outcome regarding our service

Complaints

There are two types of Complaints which Wentworth will address — verbal and written.

Verbal Complaints

If you contact us with a complaint, Wentworth will try to resolve the complaint informally wherever possible. Many complaints are caused by misunderstandings and can be easily resolved. To this end we will:

- › ask you to explain the problem and what you would like to be done;
- › direct you to the appropriate Asset or Client Service Officer to address the issue

If you are dissatisfied with the response or uncomfortable discussing the matter, you can lodge a complaint in writing or through the complaints form. Staff can assist you with this process or will direct you to a Tenant's Advocacy service if required.

Written Complaints

A written complaint can be lodged if you are unhappy or dissatisfied with the outcome from the verbal complaint. To lodge a written complaint you will need to:

1. Send a letter or email to the attention of the Chief Executive Officer or complete Wentworth's Complaint form (available online or at our offices)
2. Wentworth will acknowledge the complaint within three (3) business days of receiving it
3. Your complaint will be investigated and you will receive a written response within twenty eight (28) days

If you are still unhappy with the action taken you have the right to approach the Registrar of Community Housing (RCH). You can check if the RCH can investigate your complaint by calling them on freecall 1800 330 940 or alternatively the NSW Civil and Administrative Tribunal (NCAT). The NCAT is also a way you can seek to resolve any disputes. For more information call **1300 006 228** or visit **www.ncat.nsw.gov.au/ncat**

Appeals

If you disagree with a decision made by Wentworth, you have the right to lodge an appeal. The decisions that can be appealed are generally made under Wentworth's housing policies. You can access these policies via our website **www.wentworth.org.au**

The type of decisions you can appeal include (but not limited to):

- › not being eligible for community housing
- › removal from the waiting list
- › rental subsidy assessment
- › application for housing transfer (rehousing)
- › property modifications relating to medical needs
- › absence from a dwelling
- › offers of accommodation

If you are unsure whether you can appeal a decision please ask us and our staff will be happy to help.

You can appeal a decision by:

1. Writing a letter or email of appeal to the Chief Executive Officer or completing an Appeal form (available online or at our offices)
2. Wentworth will acknowledge the appeal within three (3) business days of receiving it
3. Your appeal will be investigated and you will receive a written response within twenty eight (28) days
4. If you remain dissatisfied with the Wentworth internal appeal, there is an external appeal process available to you through the NSW Housing Appeals Committee (HAC)

The HAC is an independent appeals agency that reviews decisions made by social housing providers state wide. For more information call **1800 629 794** or visit **www.hac.nsw.gov.au**

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