



# THE BUTTERY

ENRICHING LIVES

## TENANT FEEDBACK POLICY

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## 1. POLICY STATEMENT

The aim of this policy is to ensure that The Buttery has a consistent, systematic approach to managing and monitoring feedback on its services and its decisions.

This policy outlines the way that The Buttery manages complaints and compliments about its service delivery and appeals about the decisions it has made.

## 2. SCOPE

This policy relates to the process that The Buttery uses to handle compliments, complaints and appeals about its services and how they are delivered. This policy applies to all The Buttery customers including tenants, applicants, program participants, support agencies and the communities in which The Buttery provides a service.

## 3. DEFINITIONS

<b>Housing Appeals Committee</b>	Means the independent agency that deals with appeals from people who are unhappy with a decision/s made by social housing providers in accordance with the <a href="#">Housing Appeals Charter</a> .
<b>NSW Housing Register</b>	Is the single list of approved applications waiting for social housing operated and maintained by the NSW Department of Communities and Justice.

## 4. OVERVIEW

The Buttery respects and values the views of all customers. Compliments, complaints, and appeals are welcome as they provide valuable feedback about The Buttery's services and the way they are delivered.

The Buttery will take a consistent, systematic approach to managing, monitoring, and analysing all feedback on its services. It will ensure that its complaints and appeals process is clear and accessible and is managed consistently, fairly, and promptly.

## 5. POLICY

The Buttery acknowledges that errors, misunderstandings, client dissatisfaction and unexpected problems occur in all systems and services.

Effective complaint and appeal handling enables organisations to intervene before a problem becomes worse, provide a review process for complaints, and appeals for customers who have been disadvantaged by a The Buttery action or decision and nurture relationships between The Buttery and our customers.

Similarly, The Buttery welcomes positive feedback that compliments its staff on the way they deliver a service as it can be used to promote excellence within the organisation.

Any The Buttery participant, customer or someone acting on their behalf has the right to lodge a complaint or appeal about services or how they are delivered. The Buttery is committed to managing complaints and appeals fairly, consistently, and efficiently. It will also monitor specific areas of its service delivery by providing opportunities for service users to provide feedback.

Compliments, complaints, and appeals must be lodged in writing and can be submitted via the feedback option on our website [www.buttery.org.au](http://www.buttery.org.au), by completing a Tenancy Feedback Form and by posting it to The Buttery PO Box 42, Bangalow NSW 2479 or emailing it to [info@buttery.org.au](mailto:info@buttery.org.au).

## 6. WHAT IS A COMPLIMENT

The Buttery defines a compliment as an expression of satisfaction with one of its services or with the way the service has been delivered by one or more staff. Compliments about service delivery are handled internally by The Buttery. All compliments are forwarded to the relevant manager who will provide feedback to the appropriate staff members.

Examples of compliments may include:

- Sensitivity in dealing with a change in circumstances.
- Prompt handling of correspondence and phone calls.

## 7. WHAT IS A COMPLAINT

The Buttery defines a complaint as an expression of dissatisfaction with a specific aspect of its services where the complainant is unhappy with the standard or type of service and requests a changed outcome.

Examples of complaints may include:

- Failing to provide a service or an aspect of a service such as not completing a repair, not conducting tenant visits, or not providing rent statements.
- Rude or inappropriate staff behaviour such as not returning a call.
- Poor administration of a service such as not recording changes in circumstances or sending out appropriate forms.
- Providing an inconsistent or inaccurate service such as responding differently in different circumstances or providing incorrect advice on The Buttery policy.

Complaints about service delivery are handled internally by The Buttery. All complaints are reviewed by the Chief Executive Officer.

## 8. WHAT IS AN APPEAL

The Buttery defines an appeal as an expression of dissatisfaction with a decision it has made. The appeal process provides the opportunity to review the decision and to reflect on whether a decision has been made based on full and accurate information and in accordance with legislation and/or policies and procedures. Appealable decisions are defined by the Housing Appeals Committee – [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au).

For social housing applicants and The Buttery tenants, appealable decisions may include:

- Eligibility for social housing including priority housing.
- Dwelling entitlements – number of bedrooms or property type.
- Locational entitlement and entitlement to ‘high demand’ locations.
- Offers of properties and the suitability of each offer.
- Eligibility for a transfer including management transfers.
- Removal from the NSW Housing Register.
- Changes to a tenancy including mutual exchange or succession of a tenancy.
- Need for modifications for disability/medical reasons only.
- Former tenant charges.
- Calculation of water charges.
- Calculation, change or cancellation of a rent subsidy.
- Permission to be absent and rent calculation during absence.
- Relocating tenants to other social housing at the expiry of a leasehold,

Further detail on appeals can be found on the Housing Appeals Committee website [www.hac.gov.au](http://www.hac.gov.au)

There is a two-step process to manage an appeal:

1. The tenant or applicant must seek a review of the decision by The Buttery. This appeal must be investigated, and the complainant must be advised in writing of the outcome. Please be assured that the person you are complaining about will not be the one handling your complaint and in the case of an appeal, the person who made the original decision will not manage the appeal.

2. If a tenant or applicant is unhappy with the outcome of an appeal to The Buttery, they can lodge a second level appeal with the Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by staff of community housing organisations and Housing NSW. For information on the Housing Appeals Committee call 1800 629 794 or go to [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au).

## 9. RELATED DOCUMENTS

### 9.1. Internal

GEN.FORM.045	Tenancy Feedback Form
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## 10. REVISION HISTORY

Version	Date	CQI #	Lead author/ reviewer	Consultative panel	Significant changes
1	11/04/2023	#40	Ari Soemardi	QA Committee	New Policy