

# Making a complaint or appeal

8 June 2019



NSWALC Housing (NHL) respects the right of all tenants and clients to make a complaint or to appeal against a decision we have made. We take complaints and appeals seriously. They contribute valuable information about our services and help us improve their quality. We aim to treat all our tenants and clients fairly and with respect. A copy of our Complaints and Appeals Policy is available on our website.

## Complaints

Complaints can be made when you are not satisfied with the quality of and standard of service you have received from NHL. This includes the service received from a staff member or contractor working from NHL.

- Need for modifications for disability/medical reasons
- Approval for alteration to your property
- Former tenant charges
- Calculation of water charges
- Calculation, change or cancellation of a rent subsidy
- Permission to be absent from a property and rent calculation during absence

## Appeals

Appeals can be made when you disagree with a decision made by NHL. Appeals are reviewed internally by NHL and you will be notified of the decision. If you disagree, you can then appeal to the independent Housing Appeals Committee (HAC). ([www.hac.nsw.gov.au](http://www.hac.nsw.gov.au) or phone 1800 629 794)

Further information on appeals can be found on the Housing Appeals Committee website [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au) or phone 1800 629 794

## What decisions can I appeal?

For social housing applicants and NHL tenants, appealable decisions include:

- Housing entitlements eg number of bedrooms or property type allocated
- Locational need
- Offers of properties and the suitability of each offer
- Eligibility for transfer
- Changes to tenancy, including succession of a tenancy

## How can I make a complaint or appeal?

- Over the phone, by calling NHL on (number)
- By using the tenant feedback form on our website and mailing it to NHL (address)
- By emailing us at (email address)
- By requesting an interview and speaking to us in person. You can bring a friend or advocate for support.

## What happens next?

- You will receive a letter or email confirming receipt of your complaint or appeal within 2 days
- An officer will be assigned to manage your matter. If your complaint is about a staff

member of NHL, that person will not be the person handling your complaint. If your matter is an appeal, the person who made the original decision will not manage the appeal.

- The person assigned will consider your complaint or appeal within 21 days. You will be notified of the decision in writing.

All complaints to NHL and all appeals are registered and overseen by the Board of NHL.

## What if I disagree with the outcome of my complaint or appeal?

If you are unhappy with the outcome of your **complaint** or appeal, you can take the matter to the General Manager of NHL. You will be advised of the General Manager's decision within 21 days of NHL receiving the request to review the decision.

If you still disagree with the outcome of an **appeal**, you have the right to appeal to the independent Housing Appeals Committee on 1800 629 794 or [www.hac.nsw.gov.au](http://www.hac.nsw.gov.au)

## Want more information?



Call [number] to speak to one of our Housing Officers



Send an email to [email address] and we'll get back to you



Visit our website and complete the contact form

Know your rights by getting a copy of the NSW Fair Trading *Ending a Tenancy – information for tenant's factsheet*

**NSWALC Housing Ltd** ACN 631 178 848 Level 5, 33 Argyle Street, Parramatta NSW 2150  
Ph 02 9689 4444 Fax 02 9689 4503 Mail PO Box 1125, Parramatta NSW 2124 Email [housing@alc.org.au](mailto:housing@alc.org.au)

The information in this fact sheet is for information purposes only and is supplied without warranty, either expressed or implied. NSWALC Housing Ltd will not be held liable for errors or omissions, or for any damages caused either directly or indirectly by the information in this fact sheet.

