

Purpose
<p>This policy outlines the approach of MCM Housing (MCMH) to complaints with respect to housing service provision and related services.</p> <p>The purpose of this policy is to:</p> <ul style="list-style-type: none">• Allow tenants and applicants the right to complain.• Make it easy for tenants and applicants to exercise that right.• Help MCMH review what is and isn't working well in the organisation.
Scope
<p>This policy applies to complaints made by tenants, applicants, and other stakeholders in relation to housing service provision of all housing programs, owned or managed by MCMH.</p> <p>It does not include:</p> <ul style="list-style-type: none">• Matters which are the responsibility of state-based administrative tribunals• Matters unrelated to the services MCMH provides• Disputes or grievances from employees or management (these are covered under human resource management policies)• Appeals• Neighbourhood complaints <p>All staff are required to adhere to this policy.</p>

Policy

MCMH works together to support the delivery of programs and services in predictable, transparent, and healing oriented ways. Our guidelines uphold the dignity, wellbeing, connectedness and self-determination of people and communities.

MCMH is a Child Safe organisation and child safety is at the forefront of our program delivery. Our guidelines ensure that Child Safety is a primary part of everyday thinking and practice. All employees and volunteers have an obligation to ensure we keep children safe from harm and abuse.

MCMH's commitment to complaint management

MCMH will make complaint management a highly visible process and promoted through a range of mediums.

Creating the opportunity to enable complaints to be raised ensures the process is accessible to all regardless of any disability, language, literacy skills, culture, or any other factor.

MCMH will respect privacy and confidentiality. Personal information will not be given to another person unless there is a lawful reason to do so such as where it is necessary for the safety of any person or to prevent harm and/or with consent.

MCMH will ensure its complaints policy and associated procedure complies with legislation, regulation, and contract obligations.

Responsiveness

Complaints are to be acknowledged, and complainants will be kept informed of progress within policy timeframes.

However, if for any reason this is not possible, complainants will be notified of any delay by telephone and/or in writing.

MCMH will take all reasonable steps to resolve the matter within 30 days of receiving the complaint.

MCMH's responsiveness is dependent on:

- The health, safety, and security of our staff, and
- Our ability to allocate our resources across the complaints we receive

When a complainant behaves unreasonably in their dealings with MCMH, their conduct can significantly affect the progress and efficiency of MCMH's work.

MCMH will endeavour to be proactive and decisive in managing any conduct that negatively and unreasonably affects the organisation and will support its employees in doing the same.

Maintenance requests

A request for maintenance or seeking information about an existing maintenance request is not considered a complaint for the purposes of this policy.

However, if a tenant is dissatisfied with the service they have received when lodging a request for maintenance, or with the timeframes or outcomes of the maintenance work they can raise a complaint.

Complaint vs. Appeals

MCMH distinguishes between appeals and complaints.

A complaint is an expression of dissatisfaction with the standard or type of service provided by MCMH, which is made by an external person or organisation (complainant), and where the complainant had expected or is requesting a different outcome or result.

This policy relates to complaints.

An appeal is a disagreement by a tenant or applicant with a decision made by MCM Housing that affects their application for housing, or their tenancy, and which the Tenant or Applicant has requested be reviewed.

Objectivity

Complaints are to be dealt with in an unbiased manner, by ensuring:

- Openness – the process must be clear
- Impartiality – the process must be fair, treated as legitimate and investigated without prejudice
- Equitability – equal access and treatment are to be given to all people involved
- Sensitivity – due care is to be given to individual differences and needs

Evidence-based

Facts and data are to be used to establish the relevant details of the situation.

Decisions and recommendations regarding a resolution to a complaint must be based on sound evidence collected from a thorough investigation of the complaint.

Confidentiality and Privacy

The identity and personal details of the complainant and those mentioned in a complaint will be protected and will only be disclosed to the extent necessary to undertake an investigation.

Making a complaint

Tenants/residents can make a complaint they are not happy with the quality or standard of service they receive from MCMH. This includes MCMH staff and contractors.

If they feel comfortable, they can raise their concerns with the staff member who has been dealing with the issue directly.

If they are not happy with the staff member's response, they can make a formal complaint using one of the following methods:

- Emailing: info@mcmhousing.org.au
- Calling: (03) 9977 0000
- Downloading the complaints and appeals form and mailing or handing the form to an MCMH staff member

Tenants/residents will receive a confirmation by mail, text, or phone call that their complaint has been received within 5 days.

The complaint will not be managed by a staff member directly related to the complaint.

Complainant Rights

MCMH supports the complainant's right to:

- A timely response from MCMH
- Receive support through the process
- Withdraw the complaint at any point in the process
- Access and receive support from an advocate of their choice
- Access external bodies/tribunals at any point throughout the process

Complaints Policy



- Not be victimised by any person because of lodging a complaint
- Access or continue to receive support and service from MCMH at a level that is not diminished or compromised because of making a complaint
- An internal review of the original decision made by MCMH where the complainant or appellant is dissatisfied with the outcome
- Make a complaint via a third party, such as a government department in parallel and/or if not satisfied with the outcome of the complaint

Accountability
All employees of MCMH are accountable to this policy.
Legislative context
Housing Act. 1983 (Vic)
Definitions
The following definitions apply to this document:

Supporting Material

Document title
Complaints Procedure
Appeals Policy
Complaints Brochure

Development and Review

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