

## PURPOSE

This policy outlines Evolve Housing and its controlled entities' excluding Evolve Housing Vic Limited (referred to as the Company) approach to complaints management and ensures a consistent, systematic methodology to managing and monitoring complaints received. It further serves to highlight the importance of complaints management to our organisation.

|                         |                                       |
|-------------------------|---------------------------------------|
| <b>POLICY REFERENCE</b> | GRC001.5                              |
| <b>POLICY OWNER</b>     | General Manager, Governance and Legal |
| <b>APPROVED BY</b>      | Evolve Housing Ltd Board of Directors |
| <b>APPROVAL DATE</b>    | 4 July 2022                           |
| <b>REVIEW DATE</b>      | 4 July 2025                           |

## COMPLAINTS MANAGEMENT POLICY

### 1. IN AND OUT OF SCOPE

This Policy applies to all Evolve Housing Limited as relevant and its controlled entities (with the exception of Evolve Housing Vic Limited which has adopted a separate policy akin to this Policy).

### 2. POLICY STATEMENT

It is the policy of the Company to aim to resolve complaints as effectively and efficiently as possible by ensuring the process is visible, accessible, responsive, objective, and evidenced based. This includes addressing any cultural, linguistic, physical or intellectual needs of the complainant or their advocate. We value complaints as they assist us to improve our services.

For the purpose of this policy, complaints are defined as:

*An expression of dissatisfaction with the standard or type of service provided by Evolve Housing, 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 **DOES NOT** apply to the following:

- Decisions covered by Evolve Housing's Appeals Policy;
- Complaints relating to neighbour disputes which are covered by Evolve Housing's Neighbour Disputes and Nuisance Policy;
- Standard service enquiries or requests to Evolve Housing for information, approval or action;
- Feedback including opinions and comments which do not require a response;
- Issues that fall outside the jurisdiction of Evolve Housing such as matters for other agencies including Centrelink, Child Protection Agency, and NSW Police;

- Complaints between an Evolve Housing resident and external contractor not engaged by Evolve Housing; and
- Matters which have already been escalated to another forum such as a Court or NCAT (or relevant state equivalent).

### **3. GUIDING PRINCIPLES**

The following guiding principles are to be used to manage complaints.

#### **Visibility and Accessibility**

The complaints management process is to be highly visible and promoted through a range of mediums. Information on the complaints process is to be:

- easily available;
- easy to find;
- easy to understand;
- easy to use; and
- available in different formats.

#### **Responsiveness**

Complaints are to be acknowledged, and complainants are to be kept informed of progress within policy timeframes. However, if for any reason this is not possible, complainants are to be notified of any delay by telephone and/or in writing.

Our responsiveness is dependent on:

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

When a complainant behaves unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. We will endeavour to be proactive and decisive in managing any conduct that negatively and unreasonably affects us and will support our employees in doing the same.

#### **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

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.

For further information please refer to the Group *Privacy Policy*.

## 4. COMPLAINTS OFFICER

The Complaints Officer is designated by Evolve Housing to oversee the complaints management process. The Complaints Officer does not investigate or resolve the complaint – they will however conduct an initial assessment of the complaint and appoint an Investigating Officer. The Complaints Officer is also responsible for the accurate recording of each complaint and for the management of the Complaints Register. The Complaints Officer will undertake their work on an arm’s length basis and ensure the process for addressing the complaint complies with this Policy.

All staff are responsible for ensuring the complaints management process is supported with the overall aim being to educate everyone on how to improve customer service and business outcomes.

## 5. COMPLAINTS MANAGEMENT STAGES

### Receipt of complaint

Evolve Housing recognises that complaints can come through many channels. A complaint can be made through the following ways:

|                                      |  |
|--------------------------------------|--|
| <b>Feedback Form</b>                 | Website or hard copy   |
| <b>Letter</b>                        | Via post to:<br>Henry Dodd House<br>9-13 Argyle Street<br><a href="mailto:ihear@evolvehousing.com.au">ihear@evolvehousing.com.au</a><br>Parramatta<br>2150 NSW |
| <b>Email</b>                         | <a href="mailto:ihear@evolvehousing.com.au">ihear@evolvehousing.com.au</a>   |
| <b>Telephone</b>                     | 1800 MYEVOLVE (1800 693 865)   |
| <b>To an Evolve Housing employee</b> | In person  |

The Company is committed to providing timely customer service and will endeavour to provide a resolution to all verbal complaints at the time of receipt. Should a complainant be dissatisfied with the resolution proposed, they are welcome to submit a written complaint.

The Company recognises that a complainant may not be able to personally submit a complaint in writing. A complainant may provide consent for a third party to submit a complaint on their behalf. The consent must be expressly documented and presented at the time of submission.

**Assessment of written complaint**

Upon receipt, a complaint will be assessed for urgency and severity to ensure any actions required to mitigate serious, or potentially serious risk factors are implemented immediately. All complaints will then be referred to the Complaints Officer for processing and further assessment.

All complaints are to be acknowledged within two (2) business days of being received.

**Response to complaint**

The Complaints Officer will inform the complainant verbally and/or in writing of the outcome and actions taken by Evolve Housing within twenty (20) business days.

If the complainant is dissatisfied with the outcome and has new evidence/information in relation to their complaint, the complainant can seek a review.

If the complainant is dissatisfied with the outcome but does not present any new evidence, the complainant is to be advised that they may wish to seek an external review of the complaint. The complainant is to be referred to relevant services which they may choose to contact. For example:

- the Tenants Advice and Advocacy Services
- Consumer, Trader and Tenancy Tribunal
- Community Justice Centres
- NSW Federation of Housing Associations
- NSW Ombudsman

Evolve Housing reserves the right to implement any recommendations and actions that come from the investigation or review of a complaint, regardless of whether the complainant considers them to be satisfactory to their individual case.

**6. ANONYMOUS COMPLAINTS**

There will be times when a complainant may wish to remain anonymous. It can be difficult for an organisation to address complaints from an anonymous complainant and the complainant is to be advised of this, where possible, at the time of making the complaint.

**7. SOCIAL MEDIA COMPLAINTS**

Evolve Housing is active on many social media platforms where comments or messages are allowed and complaints are potentially made. In these instances, our Marketing and Engagement team, who monitors all our social media accounts, will leave a reply to inform the users on how to lodge their complaint through our prescribed channels of receiving complaints. Only when we receive it through those channels, will the matter be considered a complaint and handled in accordance with this policy.

**8. AUTHORITY, EDUCATION AND TRAINING**

All Evolve Housing staff required to investigate or resolve complaints are to be adequately equipped to respond to complaints, this includes having the appropriate authority, training, and supervision.

The type of training provided should be commensurate with each staff member's involvement in the complaints management process.

## 9. RECORDING – COMPLAINTS MANAGEMENT REGISTER

All written complaints are to be formally documented in the Complaints Register. Each complaint is to record a summary of the complaint, the finding of the investigation and action taken, as well as any recommended improvements. The Complaints Register is to support the ability of Evolve Housing to, for example, monitor categories of complaints, number of complaints, range of outcomes, and ability to assess the impact of any recommendations implemented over time.

## 10. Review and audit of Complaints management

Evolve Housing will regularly review and audit complaints management against, for example:

- the policy and procedures – including the guiding principles;
- performance;
- outcomes; and
- feedback about the complaints management process itself.

Outcomes of a review or audit will be used to improve complaints management.

## 11. REPORTING OF COMPLAINTS

Regular analysis of complaints will allow the organisation to monitor trends and systemic issues, and provide information to formulate improvements to be made. It is also important to identify if there were any internal or external factors that could have affected the complaints being analysed.

### Board & Group Executive Team

The Complaints Officer is to provide de-identified reports, which will provide a summary of the types of complaints received, an analysis of trends and any recommendations and/or improvements to be implemented. The report will be issued on a biannual basis to the Board and on a monthly basis to the Group Executive Team.

## 12. DEFINITIONS

|                    |   |
|--------------------|---|
| Appeal             | a disagreement by a Resident or Applicant with a decision made by Evolve Housing that affects their application for housing, or their tenancy, and which the Resident or Applicant has requested be reviewed.   |
| Complaint-         | an expression of dissatisfaction with the standard or type of service provided by Evolve Housing, which is made by an external person or organisation (Complainant), and where the Complainant had expected or is requesting a different outcome or result. |
| Complainant        | The person or organisation making the complaint, or their representative.   |
| Complaints Officer | The person authorised by Evolve Housing to manage the complaints management process.  |

|                               |   |
|-------------------------------|---|
| Complaints management process | the process implemented by Evolve Housing to acknowledge, assess, investigate, record and resolve all complaints received by Evolve Housing through all forms of communication  |
| Investigating Officer         | The person authorised by the Complaints Officer to undertake an investigation of a Complaint.   |
| Neighbour Dispute             | a dispute between two Evolve Housing Residents, which involves a possible breach by at least one Resident of their Residential Tenancy Agreement, and where an unsuccessful attempt has been made by the two parties to resolve the problem through either discussion or mediation. |
| Resident                      | a person who resides on a permanent basis in a property which is owned or managed by Evolve Housing under a Residential Tenancy Agreement.  |

### 13. RELATED RESOURCES

- Complaints Management Procedure
- Feedback Form
- Complaints Fact Sheet
- Appeals Policy
- Neighbour Disputes and Nuisance Policy
- Privacy Policy

*This Policy is subject to change from time to time at the discretion of the Company. Any approvals required under this Policy will be granted in accordance with the Company Delegations of Authority Policy. Further information on this Policy and other topics, is available on the Evolve Housing website [www.evolvehousing.com.au](http://www.evolvehousing.com.au). If you have any specific questions regarding this Policy, please contact Evolve Housing on 1800 693 865 or email your enquiry to [myevolve@evolvehousing.com.au](mailto:myevolve@evolvehousing.com.au).*

## 14. VERSION CONTROL

| VERSION | Date Approved | Author                            | Key Changes  |
|---------|---------------|-----------------------------------|--|
| 1.0     | 1/11/2016     |                                   | Policy adopted   |
| 5.0     | 4/07/2022     | Raylee Golding,<br>GM GAL/ Co Sec | Application of policy extended to controlled entities (excluding Evolve Housing Vic Limited) |