

# EVOLVE HOUSING

## COMPLAINTS FACTSHEET

### Complaints

Complaints provide valuable feedback to help Evolve Housing learn and improve our skills, processes and services. Evolve Housing is committed to handling complaints objectively, effectively and in a timely manner with the aim of ensuring that all residents have a good experience with Evolve Housing.

### Purpose of Evolve Housing's Complaints Management Policy

The policy outlines Evolve Housing and its controlled entities' (with the exception of Evolve Housing Vic Limited) approach to the management of formal complaints and ensures a consistent and systematic methodology to managing and monitoring complaints received by the Complaints Officer.

### What is a complaint under Evolve Housing's Complaints Management Policy?

A complaint is 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.

### What is NOT a complaint covered by our Complaints Management Policy?

The following are examples of matters that are NOT a complaint under the Policy:

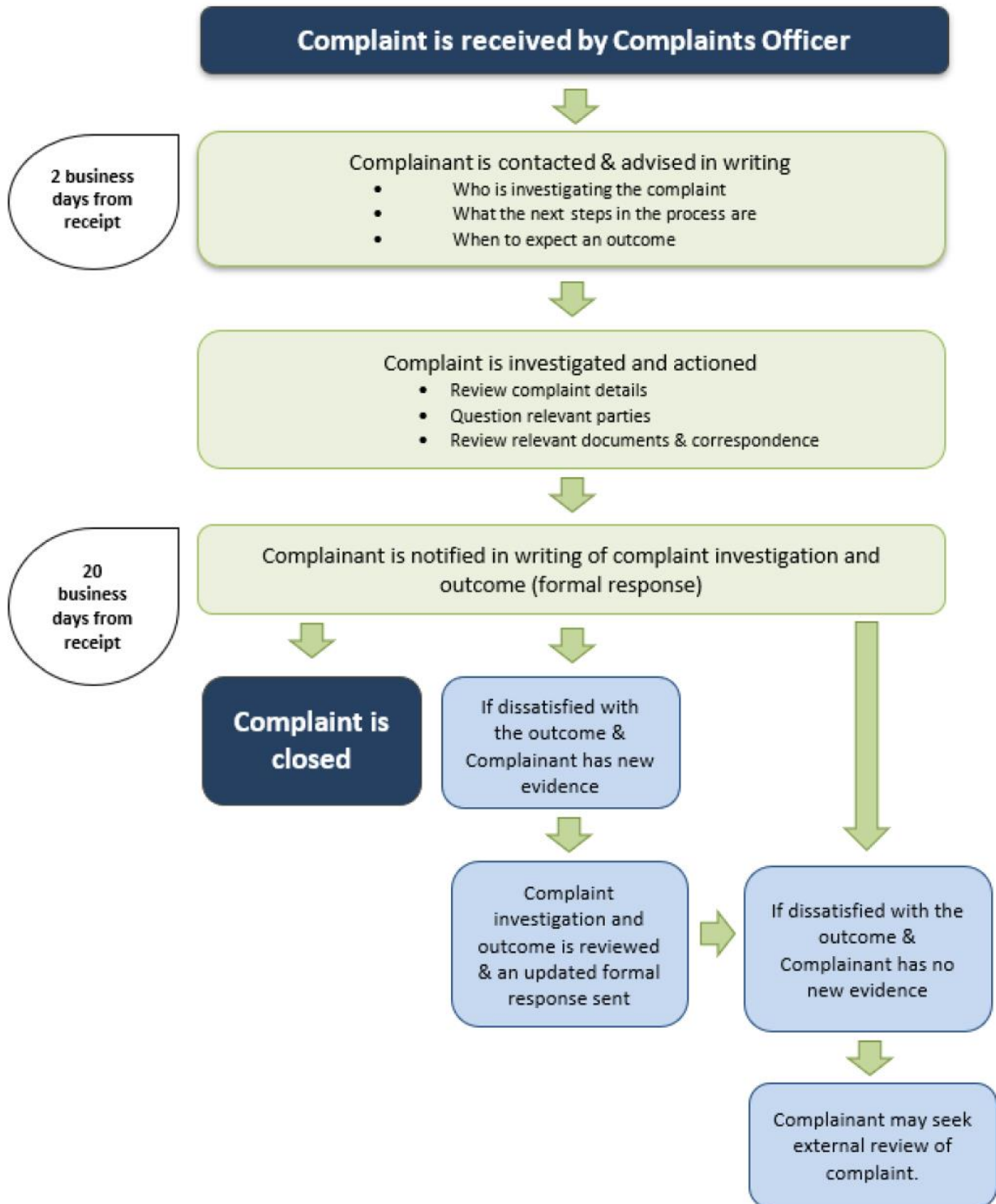
- complaints received and handled by frontline staff (i.e. the person who a complainant has direct contact with on a day-to-day basis such as a Housing Manager, Technical Officer etc.) that have not been escalated to the Complaints Officer;
- decisions covered by Evolve Housing's Appeals Policy (e.g. a decision around eligibility for social housing);
- complaints relating to neighbour disputes which are covered under Evolve Housing's Neighbour Disputes 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.

### How to make a complaint

You can make a complaint through the following ways:

Complaint Form	Website or hard copy
Letter	Via post to: Henry Dodd House 9-13 Argyle Street Parramatta 2150 NSW
Email	<a href="mailto:ihear@evolvehousing.com.au">ihear@evolvehousing.com.au</a>
Telephone	1800 MYEVOLVE (1800 693 865)
To an Evolve Housing employee	In person (eg. the office, an event, property inspection)
Tenant Portal	<a href="https://ehgroup.service-now.com/csp">https://ehgroup.service-now.com/csp</a>

## Complaints Procedure



### External Complaint Bodies

If you are unhappy with the outcome of Evolve Housing's investigation and have no further information or evidence to provide, Evolve Housing will be unable to reopen the investigation.

In these circumstances, you may wish to seek an external review of the complaint and Evolve Housing can refer you to the relevant services to contact, including:

- NSW Housing Registrar (handles Complaints about community housing providers);
- NSW Ombudsman (where you are unhappy with the way the NSW Housing Registrar has handled your Complaint);
- NSW Civil and Administrative Tribunal (NCAT) (which has jurisdiction over residential disputes between renters and rental providers under the Residential Tenancies Act 2010 (NSW);
- the Tenants Advice and Advocacy Services (which provides free information, advice, and advocacy to NSW renters);
- Community Justice Centres (which provide free mediation to help people resolve disputes without going to court, and offer other alternative dispute resolution services); and
- NSW Legal Aid (provides information, legal advice and education with a focus on the early resolution of legal problems to people who qualify for legal aid).

### Anonymous Complaints

You can choose to make a complaint anonymously, however please be aware that it may be difficult for us to address your complaint to your satisfaction if you choose to do so.

If you have any questions regarding Complaints Management, please contact the Complaints Officer on 1800 693 865 or (02) 8862 1500, or email your enquiry to [ihear@evolvehousing.com.au](mailto:ihear@evolvehousing.com.au)