evolve HOUSING

Complaints & Appeals

Tenancy information

ABORIGINAL

At Evolve Housing we believe complaints, feedback and appeals help improve the way we deliver our services.

Complaints Management Process

Complaints are made when you are not satisfied with the standard or type of service provided by Evolve Housing.

This may include, for example, situations where you believe we have taken too long to act or are unhappy with the quality of services provided.

We aim to resolve complaints as quickly as possible. In many cases, complaints can be resolved by speaking directly with your Housing Manager or another staff member. However, you can choose to make a formal complaint if this is not successful or you do not feel comfortable doing so.

If you remain dissatisfied with the resolution proposed, you can submit a formal complaint to the Complaints Officer using one of the channels detailed herein.

What is not a Complaint

- Decisions covered by Evolve Housing's Appeals Policy;
- Complaints relating to neighbour disputes;
- Standard service enquiries or requests;
- Matters which have already been escalated to another forum such as a court or VCAT; and
- Issues that fall outside the jurisdiction of Evolve Housing such as matters for other agencies including Centrelink, Child Protection Agency, and Victoria Police.

What happens?

STEP 1
RAISE YOUR CONCERN WITH FRONTLINE STAFF

You are encouraged to raise your concern with your Housing Manager, Contact Officer, Technical Officer, or another staff member in the first instance (Frontline Staff).

You may also ask to speak to a Team Leader, if you remain unsatisfied (or are uncomfortable raising your concerns directly with your Housing Manager or other staff member).

STEP 2
LODGE A FORMAL COMPLAINT

If you are dissatisfied with the resolution proposed by Evolve Housing frontline staff you can submit a complaint by:

Letter (via post to):
9-13 Argyle Street, Parramatta NSW 2150

Email: **ihear@evolvehousing.com.au**

Telephone: **1800 693 865**

Tenant Portal:
https://ehgroup.service-now.com/csp

In Person:
To an Evolve Housing employee

A complaint may also be submitted by a third party on your behalf, with your consent.

STEP 3
ACKNOWLEDGEMENT AND ASSIGNMENT

A Complaints Officer will acknowledge receipt of your complaint within 2 business days* of receipt.

Your complaint will be assigned by the Complaints Officer to a Team Leader or Manager for investigation.

STEP 4
RECEIPT OF FORMAL RESPONSE

You will receive a written response from the Complaints Officer outlining the outcome of your complaint and any actions taken by Evolve Housing within 30 days.

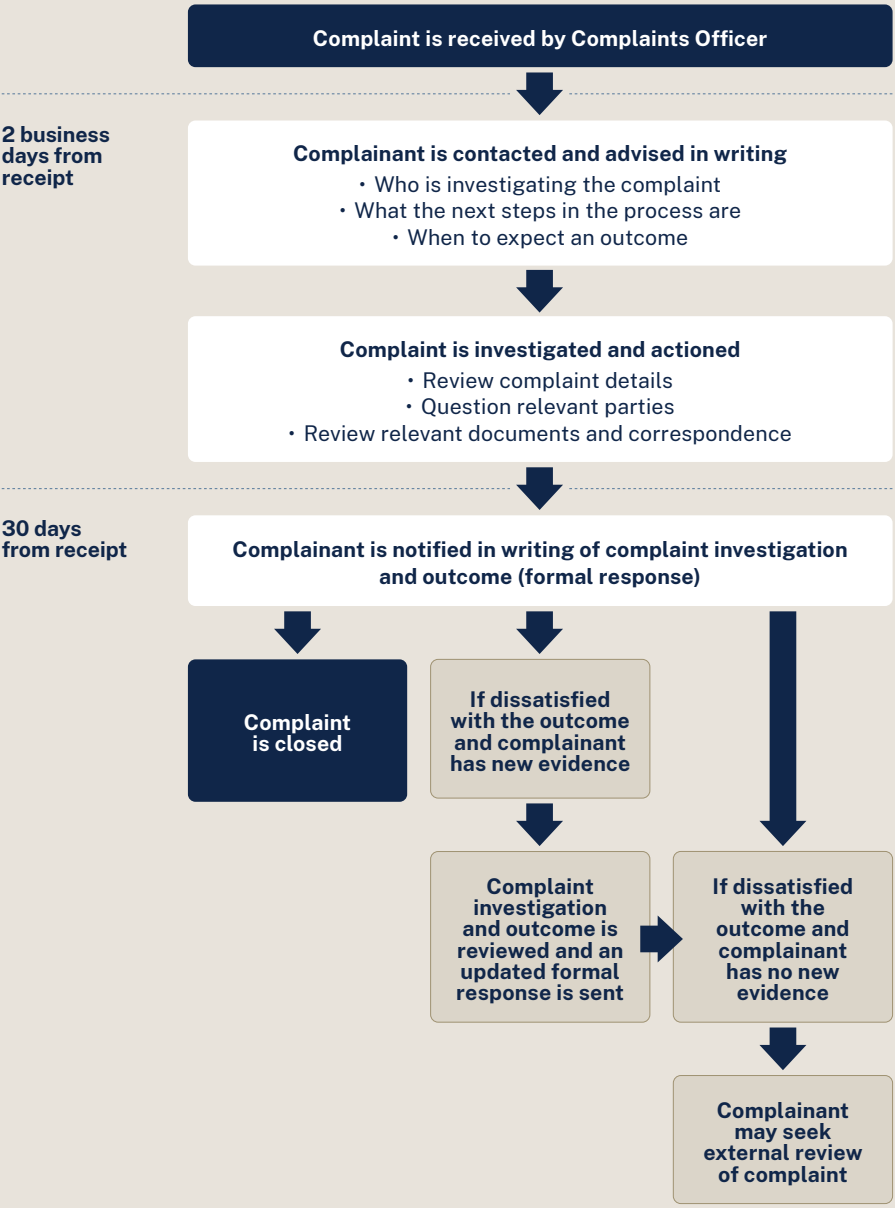
STEP 5
IF YOU ARE DISSATISFIED

If you are not satisfied with the outcome, and you have additional information or evidence, you may request a review of your complaint.

If you are dissatisfied but are unable to provide any new or additional evidence, you may wish to seek an external review of the complaint, with external bodies that you may wish to consider within the Evolve Housing Complaints Management Policy.

* Business day means a day that Evolve Housing is open for business.

Formal Complaints Management Stages



Appeals

Appeals are made when you disagree with a decision made by Evolve Housing and believe it was incorrect or unfair.

If you are an applicant or tenant, you may be able to request an appeal of certain decisions.

Appeals are different to complaints — they relate specifically to decisions made about your housing, rather than the way a service was delivered.

You are encouraged to speak with the staff member who made the decision in the first instance, as they may be able to clarify the outcome or resolve your concerns.

What happens?

STEP 1 – REQUEST AN APPEAL

You can submit an appeal by completing the Appeals Form and returning to the office, by completing an appeals form online **(scan the QR code below to download)**, or by emailing your appeal to **appeals.inbox@evolvehousing.com.au**.

You should include any additional or new information that was not considered in the original decision.

Scan the QR code to download the Appeals Form

STEP 2 – ACKNOWLEDGEMENT

We will acknowledge receipt of your appeal within 2 business days and provide information about the next steps.

STEP 3 – INTERNAL REVIEW (FIRST TIER)

Your appeal will be reviewed internally by Evolve Housing. The reviewer will assess whether the original decision was made correctly, based on the information available at the time and any new supporting information you provide.

You may be contacted for further information and can have a support person or advocate assist you.

STEP 4 – OUTCOME OF INTERNAL REVIEW

You will receive a written outcome advising whether the original decision has been upheld, varied, or overturned. Evolve Housing aims to provide an outcome within 20 business days of receiving your appeal. If additional information is required, or the matter is more complex, we will keep you informed of the progress. In these cases, you may receive an update within 20 business days, with a final outcome provided as soon as one is available.

STEP 5 – INDEPENDENT REVIEW (SECOND TIER)

If you are not satisfied with the outcome of the internal review, you may seek an independent review through the Victorian Housing Registrar.

Victorian Housing Registrar
housingregistrar@dtf.vic.gov.au
GPO Box 4379
Melbourne VIC 3001

You may also contact the Victorian Ombudsman regarding decisions made by Evolve Housing or the Victorian Housing Registrar.

Victorian Ombudsman
Level 2, 570 Bourke Street
Melbourne, VIC 3000
1800 806 314

Applicants & Tenants appealable decisions

WAITING LIST

- General eligibility
- Removal from waiting list
- Backdating of eligibility on waiting list
- Eligibility of people classified as unsatisfactory tenants

HOUSING ENTITLEMENTS

- Number of bedrooms
- Modification or special features of dwelling
- Locational needs

PRIORITY HOUSING

- Eligibility
- Locational or housing type needs

OFFER OF PROPERTY

- Whether offer is considered reasonable
- Acceptability of reason for not accepting offer
- Removal for not accepting an offer

SUCCESSION OF TENANCY

- Eligibility to be granted succession
- Housing entitlement if granted succession

TRANSFER

- Eligibility for general transfer
- Eligibility for priority transfer
- Locational needs
- Relocation of tenant for management purposes
- Housing entitlement if granted transfer

MODIFICATION OF PROPERTY

- Need for modification for disability/ medical reasons (not maintenance or upgrade issues)

ABSENCE FROM DWELLING

- Permission to be absent and rent calculations

TENANT CHARGES

- Charges at vacating the dwelling where not covered by a VCAT decision.

OFFER OF PROPERTY-TRANSFER

- Whether reasonable offer made and if the offer counted for purposes of offer policy.

ADDITIONAL OCCUPANTS AND JOINT TENANCY

- Approval of additional occupants

NON APPEALABLE DECISIONS

- Complaints about how a service was delivered (these are handled through the Complaints process)
- Decisions made by external bodies such as VCAT or courts
- Matters that are not directly related to your individual housing situation
- General policies or funding decisions of Evolve Housing
- Standard service requests or enquiries

Important information

At Evolve Housing we believe that complaints, feedback and appeals help Evolve Housing continue to learn and improve the way we deliver our services.

The following is important to remember about our appeals and complaints systems:

Evolve Housing will acknowledge your formal complaint or appeal within two business days of receiving it.

You will receive a response within 30 days of your complaint being lodged, and an outcome or update within 20 business days of your appeal being lodged. You have the right to use an advocate or friends to assist you through the process.

- You will be treated fairly and with respect during the process.
- The Complaints Officer will undertake their assessment on an arms length basis, ensuring that the process is objective and evidence based.
- The service you receive from us in the future will not suffer as a result of your appeal or complaint.
- We will keep a record of all the steps of your appeal or complaint and what happened at each stage.

Advocacy Organisations

TENANTS VICTORIA

Community Housing (free)
1800 068 860

General rental support
(03) 9416 2577

Aboriginal Tenancy Advice:
Yarrka Barring Helpline
(Consumer Affairs Victoria)
1300 661 551

GET IN TOUCH

1/16 Holmes Road,
Moonee Ponds, VIC 3039

Office hours:
Monday to Friday 9am-5pm
(By appointment only)

Phone:
1800 693 865

Email:
myevolve@evolvehousing.com.au

evolve HOUSING

For more info visit
evolvehousing.com.au

Contact us
1800 693 865
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