

Fact Sheet

How to Appeal

You have the right to appeal most decisions made by the Association which affect you and about which you are not happy. There are a few exceptions, such as decisions made for the immediate protection of members. These are not subject to appeal.

An example of the types of decisions that you may appeal include:

- ◇ rental rebate assessment;
- ◇ rejection for re-housing;
- ◇ not eligible for housing;
- ◇ not selected for housing;
- ◇ allocated inappropriate property;
- ◇ request for property improvements rejected; and
- ◇ complaint handled badly.

To appeal a decision you may commence the process at any of following steps:

Step 1: Review of Decision

The best thing to do is to talk with the person who made the decision about which you are unhappy. You may ask that person to reconsider their decision. They should respond to you in writing.

Step 2: Internal Appeal

If you are not happy with the review of the decision in Step 1 you may, within 30 days, ask for a review of the decision by the General Manager. Their response will be in writing.

Step 3: External Appeal

If you still remain unhappy with the outcome of the previous reviews, you may ask for an independent review by the Board of Directors. In some cases, such as in tenancy related matters, you may also have recourse to the Residential Tenancies Tribunal.