

Fact Sheet

Making a Complaint

You may complain about any aspect of the Association's service that you feel is unfair or about which you are unhappy. The Association welcomes complaints as they can be used to improve the organisation's service to members. Remember if the Association does not know of the problem, how can it be fixed?

The Association takes seriously all complaints received. The Association will seek to resolve complaints promptly, fairly, and without discrimination. All complaints will be treated as confidential and the person who makes the complaint will not suffer any loss of service as a result.

To make a complaint you may commence the process at any of the following steps:

Step 1: Informal Process

You should direct your complaint firstly to an appropriate staff member. The staff member will attempt to resolve your concerns. If you are not sure who to talk to, ask your Housing Manager.

Step 2: First Stage of Formal Internal Process

If your concerns are not resolved to your complete satisfaction by the staff member you may make a formal complaint in writing, within 30 days, to the General Manager. The General Manager will consider your complaint and propose a solution.

Step 3: Second Stage of Formal Internal Process

If you are still not satisfied, you may ask for the Board of Directors to consider your complaint. When the Board has considered your concerns they will formally write to you of their decision.

Step 4: Formal External Process

Sometimes, rather than follow Steps 1 to 3, it may be more appropriate to refer the matter to an external body - such as the Residential Tenancies Tribunal for tenancy matters, or where the matter is more serious or where you do not have confidence in the internal process.