


TENANT HOUSING SERVICES

APPEALS POLICY

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DATE:	19/12/2019.

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1. PURPOSE

This policy outlines Cornerstone's responsibility in the way that tenant appeals are received, recorded, and processed.

2. APPLICATION

This policy applies to all Cornerstone staff and tenants.

3. SUBORDINATE DOCUMENTS

- THSX017-2A APPEALS PROCEDURE
- THSX017-2B APPLICATION FOR APPEAL
- THSX017-2C APPEALS REGISTER (CONFIDENTIAL)

4. DEFINITIONS

'Appellant'	means the tenant who is making an appeal.
'Appeal'	means a formal application to review: <ul style="list-style-type: none">- a decision relating to a dispute between the appellant and Cornerstone;- a decision of Cornerstone that the appellant believes is unreasonable, oppressive, or unjust.
'SACAT'	means the South Australian Civil and Administrative Tribunal.

5. LEGISLATION AND OTHER POLICIES

- 5.1. Cornerstone will comply with the following legislation and other policies (as amended):
- Residential Tenancies Act 1995

6. POLICY STATEMENT

- 6.1. Cornerstone tenants have a right to appeal a decision made by Cornerstone
- 6.2. Appellants will not be disadvantaged by lodging an appeal.
- 6.3. Cornerstone will act in a transparent and objective manner in the receiving, investigation, and response to an appeal
- 6.4. Cornerstone will consider decisions and the processes used to make those decision, relating to:
- Whether a decision is consistent with Cornerstone Policy
 - Tenancy matters
 - Home purchase
 - Disputes between neighbours

- 6.5. Cornerstone will not consider:
- Matters concerning an eviction made as part of a Court or SACAT order
 - Tenant debts
 - Government policy
 - Decisions relating to tenant rent arrears
- 6.6. Only the person who is directly impacted by the original decision may appeal
- 6.7. An application of appeal should only be lodged after there has been a genuine attempt to resolve the issue through mediation or conciliation.
- 6.8. An application for appeal must be made on the *Application for Appeal (THSX017-2B)* form within 30 days of the incident, decision, or action
- 6.9. An appeal can be withdrawn at any time in writing.
- 6.10. All appeals will be recorded on the *Appeals Register (THSX017-2C)*, referred to the WHS and Risk Subcommittee, and logged on the relevant electronic tenant files.

7. VERSION CONTROL

<i>Revision</i>	<i>Comment</i>	<i>Date</i>
1.0	New Policy	10/09/2019
1.1	Removed references to 'applicants'	19/12/2019