


## TENANT HOUSING SERVICES

### GRIEVANCE AND COMPLAINTS POLICY

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## 1. PURPOSE

This policy outlines Cornerstone's responsibility in the way grievances and complaints are received, handled and recorded.

## 2. APPLICATION

This policy applies to all Cornerstone staff.

## 3. DEFINITIONS

<b>'Grievance'</b>	means an informal, verbal or written statement of concern.
<b>'Complaint'</b>	means a formal written statement of concern (not being a decision made by Cornerstone, court, or tribunal). <ul style="list-style-type: none"><li>- A complaint identifies a reasonable action or outcome that would resolve the complaint.</li><li>- A complaint must be made on the External Complaint Form (THSX017-1A)</li></ul>
<b>'Anti-social Behaviour'</b>	means a behaviour that interferes with the reasonable peace, comfort or privacy of a tenant's neighbour. <ul style="list-style-type: none"><li>- Noise or activity associated with daily life, e.g. children playing, isn't considered anti-social behaviour.</li></ul>
<b>'SACAT'</b>	means the South Australian Civil and Administrative Tribunal.

## 4. LEGISLATION AND OTHER POLICIES

- 4.1. Cornerstone will comply with the following legislation and other policies (as amended):
  - Residential Tenancies Act 1995
  - Anti-social Behaviour Policy (THSX017-4)
- 4.2. For National Disability Insurance Scheme (NDIS) Specialist Disability Accommodation services reference shall be made, as required, to the NDIS Practice Standards and Complaints Management and Guidance.

## 5. SUBORDINATE DOCUMENTATION

- THSX017-1A EXTERNAL COMPLAINT FORM
- THSX017-1B COMPLAINTS REGISTER (CONFIDENTIAL)

## 6. GRIEVANCE

- 6.1. A grievance may be communicated to any Cornerstone staff member.
- 6.2. Grievances will be logged against the relevant electronic tenant files.

- 6.3. Cornerstone will give the grievant an opportunity to escalate the grievance to a complaint using the *External Complaint Form (THSX017-1A)*, available on the Cornerstone website.
- 6.4. Cornerstone will inform all other relevant departments of the grievance.

## 7. COMPLAINTS

- 7.1. Complaints must be received in writing from the complainant using the standard *External Complaint Form (THSX017-1A)*
- 7.2. Upon receipt, Cornerstone will provide immediate acknowledgement of the complaint to the complainant.
- 7.3. Cornerstone will inform all other relevant departments of the complaint.
- 7.4. All complaints will be recorded on the *Complaints Register (THSX017-1B)* and referred to the WHS and Risk Sub-committee.
- 7.5. Complaints will be logged against the relevant electronic tenant files.
- 7.6. Where a complaint involves anti-social behaviour, Cornerstone will follow the *Anti-social Behaviour Policy (THSX017-4)*
- 7.7. Cornerstone will keep the complainant fully informed throughout the complaint handling process.
- 7.8. Cornerstone will act with transparency throughout the complaint handling process.
- 7.9. Cornerstone will attempt to resolve all complaints within 30 days from receipt.
- 7.10. If a complaint is not able to be resolved, or the complainant is not satisfied with the outcome, the complainant may refer the complaint to SACAT.

## 8. VERSION CONTROL

<i>Revision</i>	<i>Comment</i>
1.0	New Policy

<i>Date</i>
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