

## Privacy Information

Aboriginal Housing Victoria is committed to protecting the privacy of your information. In order to resolve the matters raised by your appeal, relevant AHV staff may access and share the information contained in your appeal.

Furthermore, personal or health information AHV already holds about you, that is relevant to your appeal, will also be shared among AHV staff in relevant parts of the organisation (but only with those who are directly involved in the matters raised in your appeal). AHV will not disclose personal or health information through other avenues unless authorized by you or as authorized by law.

Under the Freedom of Information Act 1982, clients can apply for access to their information held by AHV.

### Our vision is:

That Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

### Other useful resources and advocates:

#### Housing Registrar

Ph. 03 96511 402

Email: [housingregistrarcomplaints@df.vic.gov.au](mailto:housingregistrarcomplaints@df.vic.gov.au)

Mail: GPO Box 4379, Melbourne VIC 3001

#### Department of Health & Human Services—complaints

Ph. 03 9616 8431

#### Housing Advocacy Service

Ph: 1800 066 256 (toll free)

#### Tenants Union Victoria

Tel: 03 94162577

Website: [www.tuv.org.au](http://www.tuv.org.au)

#### Consumer Affairs Victoria

Tel: 1300 55 81 81

Email: [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au)

#### Dispute Settlement Centre Victoria

Tel: 03 9603 8370 / Toll Free: 1800 658 528

Email: [dscv@justice.vic.gov.au](mailto:dscv@justice.vic.gov.au)

#### Equal Opportunity Commission Victoria

Tel: 1800 134 142 (Toll Free)

Email: [information@veohrc.vic.gov.au](mailto:information@veohrc.vic.gov.au)

#### Office of the Public Advocate

Ph: 03 9660 1444

#### Ombudsman Victoria

Tel: 03 9613 6222 / Toll Free: 1800 806 314

Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

### Aboriginal Housing Victoria

Narrandjeri House

125-127 Scotchmer Street

North Fitzroy Victoria 3068

Phone: 03 9403 2100

Fax: 03 9403 2122

E-mail: [info@ahvic.org.au](mailto:info@ahvic.org.au)

[www.ahvic.org.au](http://www.ahvic.org.au)



Aboriginal Housing Victoria

# Complaints and Appeals Process





# Complaints and Appeals Process

## What is the process?

Aboriginal Housing Victoria (AHV) is committed to providing good quality housing and housing services for Aboriginal people in Victoria.

Our Complaints and Appeals process ensures tenants and applicants can voice their concerns and have them addressed and resolved.

By listening to these concerns AHV can improve on how we provide our housing services.

AHV deals with complaints from tenants, applicants or the wider community about our service. Appeals about decisions that AHV have made will also be investigated.

## Types of complaints:

If you are dissatisfied with a service you have received from AHV or believe that a decision has been made incorrectly, you have the right to complain or appeal.

Complaints or appeals may include:

- Service from any staff of AHV
- Revival of rental applications
- Priority housing appeals
- Allocations policy decisions
- Eligibility for housing
- Relocations, swaps, transfers
- Rental subsidies

## What to do:

If you are not satisfied with our service or a decision that we have made, you can make a complaint by:

- Put it in writing (in a letter or email)
- Phone our Call Centre on 03 9403 2100 or 1300 724 882
- Fill in the complaint form on our website: [www.ahvic.org.au](http://www.ahvic.org.au)

## Need help?

You will need to give details of the complaint you are making or decision you are appealing, and why you are doing so.

If you need help to fill out the form, you can:

- ask a relative or friend to help
- contact a community worker at your local Cooperative, or community housing group, or;
- contact AHV for further assistance

## What happens next?

After your Complaint has been lodged, AHV will send an acknowledgement letter and your complaint/appeal will be thoroughly investigated including a detailed discussion about the complaint or appeal with you and the person/s involved.

You will be advised of the outcome of the Investigation within 30 days of it being received. This advice will be in writing.

If you are still not happy with the outcome you may refer your complaint to the Housing Registrar who can investigate the matter further. See contact details over the page.

## What AHV complaints process does not do:

AHV Complaints and Appeals system does not resolve all matters, for example, legal matters or disputes and grievances. Tenancy legal matters are dealt with by the Victorian Civil and Administrative Tribunal (VCAT).

VCAT is an independent board given powers under the *Residential Tenancies Act 1997* to hear and settle disputes between a landlord and tenant.

These matters may include:

- Breach notices or Notices to Vacate for rental arrears, anti-social behaviour, etc
- Evictions
- Legal agreements
- Requests for emergency/responsive maintenance
- Tenant responsibility maintenance compensation.

If you have a Complaint or Appeal about a matter covered by the *Residential Tenancies Act* you will need to get advice from a tenancy service or advocate.

It is important to discuss these matters with your Regional Housing Officer, however, they cannot be addressed by *AHV's Complaints and Appeals System*.