



## FEEDBACK AND COMPLAINTS

**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 these concerns investigated in a timely and professional manner.

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 include:

- Service from any AHV staff;
- Revival of rental applications;
- Priority housing appeals;
- Allocation policy decisions;
- Eligibility for housing;
- Relocations, swaps, transfers;
- Rental subsidies;
- Requests for a property upgrade;

### How to make a complaint:

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

Putting it in writing:

- Letter to our head office c/o  
Aboriginal Housing Victoria  
Complaints Team  
125-127 Scotchmer Street,  
Fitzroy North, Vic 3068
- Email: [complaints@ahvic.org.au](mailto:complaints@ahvic.org.au)

Filling in our complaints form online:

<https://ahvic.org.au/tenants/complaints>

Phoning our Call Centre on:

- Free-call: **1800 248 842**
- Phone: **(03) 9403 2100**

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

You will be advised, in writing, of the outcome of the investigation within 30 days of it being received.

If you are still not happy with the outcome, you may refer your complaint to the Housing Registrar who can investigate the matter further.

### **What the 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 landlord and tenant. These matters may include:

Breach Notices or Notices to Vacate for rental arrears and or 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 may need to get advice from a tenancy service advocate.

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

