



Complaints, Appeals & Feedback

We respect the right of all our customers - whether tenants, residents or any other party we are working with - to make a complaint, appeal or to provide us with general feedback.

At St Pat's we want you as a customer to be satisfied with the services we provide.

Complaints, appeals and feedback give us the opportunity to make improvements or changes to the way we do things.

If you have an issue with your housing or accommodation, including the way we provide information or treat you please speak with your Housing Officer as the first stage in resolving it. If they are not able to, they will inform you of the next steps you can take, which are also outlined below.



Complaints

You can make a complaint if you are unhappy with the standard or type of service you have received from either staff or contractors carrying out work on our behalf.



Feedback

If you have general feedback about our services, or wish to pass on a compliment or comment about a particular staff member or contractor, we welcome this information.

Feedback helps us to make service changes, lets us know if we are getting things right or not, and allows us to recognise staff and contractors for good work.



Appeals

If you disagree with a decision (made by St Pat's) related to your housing/accommodation, you can appeal this and have it formally reviewed.

You must lodge your complaint or appeal of decision within 30 days of receiving the initial decision.

Decisions you can appeal include:

- Resident liability charges
- Rent assessments (eg market rent calculations)
- Maintenance requests
- Eligibility for lodging accommodation
- Transfer requests
- Issue of lodging notices (eg warning notices)

How can I make a complaint, appeal or provide feedback?

Feedback Form

Fill in the Feedback Form and mail it to:

St Patrick's Housing
PO Box 115
Fremantle WA 6595

Or hand deliver your Feedback Form to:

- **12 Queen Victoria St (Reception)**, or
- **100 Hampton Rd (Housing Officer Reception)**

Email or Online

Send an email, letter or Feedback Form to:

- **info@stpats.com.au**
- Or use the online form at **www.stpats.com.au**

Speak to someone in person

- Call **6372 4800** to have this arranged.

An interpreter can be organised if required.

What happens when you make a complaint or provide feedback?

1. St Pat's will try to resolve any complaint immediately, however you can lodge a formal complaint and the matter will be formally lodged and complaints procedure followed.

2. Once your complaint or feedback is received, St Pat's will contact you within three business days to acknowledge receipt and let you know the next steps.

Your complaint, appeal or feedback will be passed on to a relevant manager who will be responsible for investigating the matter and managing it through to the point you receive a full response.

At this stage, we may contact you for more information about the issue if needed. If your communication relates to feedback and doesn't require any further action, the feedback will be passed on to the relevant staff member or contractor.

3. You will be provided with a written response to a complaint or appeal within 10 business days.

If your complaint is about a member of staff, they will not be involved in investigating the complaint. Where an original decision is reviewed and you have appealed this, the matter will be escalated to a more senior worker who was not involved in the original decision.

What if I disagree with the outcome?

If you are unhappy with the outcome of your complaint or appeal, you can ask to have it reviewed, in which case another person will review the decision and either agree, seek more information or confirm the organisation decision.

The process for doing this will be explained to you in the written response you receive and involves the matter being passed to a senior manager for review. Following this second stage, you will receive a formal written response.

Taking your complaint or appeal further.

If you are still not happy with the outcome of this process, the following agencies may be able to assist:

- The Equal Opportunities Commission for issues of discrimination, at www.eoc.wa.gov.au
- Your local Member of Parliament, at www.parliament.wa.gov.au
- The Community Housing Registration Office at the Department of Communities, which manages community housing compliance, at dhw.wa.gov.au
- Tenancy WA for advice or tenancy advocacy, at www.tenancywa.org.au
- Your nearest Community Legal Centre, at www.communitylegalwa.org.au