
APPEALS POLICY

PRINCIPLES

Stellar Living welcomes feedback and provides easy avenues for customers to make appeals. Stellar Living will use an appeal as an opportunity to monitor and improve service delivery to its customers.

A transparent and open-minded approach to receiving, reviewing and responding to appeals will be adopted.

Regular review of information from the appeals process will take place to identify ways in which its services and decision making can be improved

Customers have the right to appeal decisions and will not be disadvantaged or penalized for lodging an appeal.

1. POLICY

1. If a customer is not satisfied with a decision that Stellar Living has made which affects their tenancy or right to a tenancy they have the option to make an appeal. Stellar Living will endeavor to listen to and respond to customers promptly and in accordance with the timeframes contained in this policy. If we cannot respond in a given time frame we will notify the appellant.

There may be occasions, however, where we cannot respond at all because of a customer unreasonable expectations or behavior when making an appeal. In such situations, the appellant will be informed in writing of this outcome.

This policy does not include:

- Complaints regarding service delivery (see Complaints Policy)
- Reports of anti-social behaviour or neighbour disputes (see Anti-social Behaviour policy)
- Application to Court for a termination
- Government Policy
- Stellar Living Policies
- Decisions which affect staff

Step One

In the first instance, customers are encouraged to raise their dissatisfaction with the staff member who made the decision. The staff member can explain why the decision was made and what factors it was based upon. If there is information that is new or was not considered in the original decision, then the staff member can review the decision.

Step Two

If the customer is not satisfied with the outcome they are able to lodge a formal appeal. An appeal can be lodged by email, letter, phone or in person.

An appeal should be lodged as soon as possible and within six months from the date of the decision being appealed.

Decisions which can be appealed include:

- Tenant liability charges
- Rent assessments including market rent calculations
- Property improvement requests
- Transfer requests
- Property allocations

An appeal involves a formal review process to examine how and why a decision was made and the implications of the decision on the appellant. It may result in the decision being upheld in part or in full or a new decision being made.

The appeal process will involve considering all relevant information held on file, submitted by the individual, and any new information that was not available to the original decision maker.

Appeals will be processed within 14 working days of date of receipt.

Appeals will be reviewed by a Property Officer who was not involved in the original decision. The review will consider all information available at the time of the appeal.

Once the review is completed, the appellant will be advised in writing of the outcome of the appeal.

All appeals will be managed in adherence to Stellar Living’s Privacy Policy.

Step Three

If the customer is still not unhappy with the outcome or the reason for the decision, they can escalate the appeal to be reviewed by the CEO. A request for second stage review needs to be submitted within 28 days of the stage one outcome and a response will be given with 28 days.

At any stage the appellant can seek independent advice or refer the matter to an external agency.

2. DEFINITIONS

Appeal	Occurs when a customer requests that a decision made by Stellar Living be formally reviewed.
Complaint	Occurs when a customer informs Stellar Living they are dissatisfied with the standard, type of service received, policies or procedures and requests a response or resolution.
Customer	Refers to an applicant, tenant or support agency who receives a service from Stellar Living.
Appellant	Refers to a Stellar Living customer who has appealed a decision.

External references:	<ul style="list-style-type: none"> Residential Tenancies Act 1987
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Internal references:	<ul style="list-style-type: none"> Complaints Policy Privacy Policy ASB Policy Appeals Procedures Appeals, complaints, comment information sheet Appeals, complaints, comment leaflet
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