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## COMPLAINTS POLICY

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### PRINCIPLES

Stellar Living welcomes feedback and provides easy avenues for customers to make complaints or comments. We will adopt a transparent and open-minded approach to receiving, reviewing, and responding to complaints.

Any complaints will be used as an opportunity to monitor and improve service delivery to its customers.

Regular review of information from complaints including survey comments and feedback will take place to identify ways in which its services and decision making can be improved

Customers have the right to complain and will not be disadvantaged or penalized for lodging a complaint.

### 1. POLICY

If a customer, or their authorized advocate/support worker is not satisfied with the standard or type of service provided by Stellar Living, they have the right to make a complaint and we welcome the feedback.

This policy applies to all Stellar Living customers including tenants, applicants, and support agencies. This policy does not include:

- Appeals regarding any decision made (see Appeals Policy)
- Reports of anti-social behaviour or neighbour disputes (see Anti-social Behaviour policy)
- Government Policy
- Complaints that have been dealt with already or are currently being dealt with by a third-party agency, court or tribunal e.g a dispute about tenant or landlord responsibilities that come under the jurisdiction of the Residential Tenancies Act 1987.
- Matters that are impractical to investigate or that appear to be frivolous or to be vexatious.

#### Step One

In the first instance, customers are encouraged to raise their dissatisfaction with their Property Officer or the person they are dealing with to see if the cause of the complaint can be rectified. If they feel they can not raise the issue with their Property Officer, then they can raise the issue with the CEO directly and lodge a formal complaint.

#### Step Two

If the customer is not satisfied with the outcome from the Property Officer, they are able to lodge a formal complaint. A complaint can be lodged by email, letter, phone or in person.

A complaint should be made as soon as possible when an issue occurs so that appropriate steps can be taken to address the matter.

The complaint will result in a formal review process to examine the issue/s raised by the customer. Stellar Living will adopt a balance and just view of any issue and consider all the available facts.

Stellar Living will ensure, where possible, that the complaint is managed independently by someone who is not the subject of the complaint.

Once the review is complete, the complainant will be advised in writing of the outcome of the complaint. The response will include options to refer the matter to an external body if the complainant is still not satisfied.

All complaints will be managed in adherence to Stellar Living’s Privacy Policy and will be recorded as a complaint.

Stellar Living will endeavor to listen to and respond to customers promptly and in reasonable timeframes. If for some reason that this is not possible then the complainant will be notified of the reason for this in writing.

## 2. DEFINITIONS

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|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.                                                                                   |
| Complainant | Refers to a Stellar Living customer who has made a complaint                                                                                                                   |

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