



Housing Australia

COMPLAINTS POLICY

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CONTENTS

- 1. OUR APPROACH TO COMPLAINTS2
- 2. HOW TO MAKE A COMPLAINT2
 - 2.1 What to include in your complaint.....2
 - 2.2 Home Guarantee Scheme Participants2
- 3. HOW WE HANDLE COMPLAINTS2
- 4. HOW WE MONITOR COMPLAINTS3
- 5. PRIVACY AND CONFIDENTIALITY3
- 6. YOU SHOULD KNOW3
- 7. IF YOU ARE NOT SATISFIED3

1. OUR APPROACH TO COMPLAINTS

We are committed to improving our customer experience.

We appreciate that complaints can give us important insights into how we might do things better. If you're unsatisfied with our services, we'd like to hear about it and your thoughts on how we might fix it.

Anyone can make a complaint, including our customers or others concerned with, or affected by, our services or activities.

2. HOW TO MAKE A COMPLAINT

You can make a complaint by:

- emailing your complaint to: complaints@housingaustralia.gov.au
- writing to: Attention: General Counsel, Housing Australia
Level 8, 22 Pitt St. Sydney, NSW 2000 Australia

Please use one of the methods above to tell us about your complaint so that the details of the complaint are clear and complete.

If you need help making a complaint, or are unable to make it using one of the methods above, please speak with a Housing Australia staff member. If you do not have an internal contact and need assistance, you can phone +61 (0) **1800 549 767** and ask to speak to a complaints handler.

2.1 What to include in your complaint

Although not required, it will help us respond if you can provide:

- your name and contact details;
- your complaint and any effort made to resolve it;
- whether you have had any previous contact with us on this or similar issues; and
- the outcome you would like.

2.2 Home Guarantee Scheme Participants

We encourage participants of the guarantee schemes to speak to your lending institution at first instance to help resolve any issue. Housing Australia customers and service providers should contact their relationship manager. If your issue cannot be resolved and you would like to make a complaint (or if you otherwise prefer to take this course of action at first instance), you can do so in the way set out above.

3. HOW WE HANDLE COMPLAINTS

We aim to acknowledge receipt of a complaint within five business days, and to respond to it within ten business days.

If there are complex circumstances, or if we need to liaise with third parties, our response may take a bit longer. In these circumstances, we will let you know what we are doing and when you can expect to receive a reply. We might also ask you to provide further detail about your complaint to help us better address your concerns.

4. HOW WE MONITOR COMPLAINTS

Complaints are reported to our Executive Risk and Compliance Committee periodically.

Our General Counsel is responsible for managing this policy. This policy is subject to review in accordance with our Compliance Plan.

5. PRIVACY AND CONFIDENTIALITY

Your personal information disclosed to us as part of your complaint will be handled in accordance with our [Privacy Policy](#).

If a complaint is being made by you (including as a campaign coordinator or aggregator system) on behalf of another party, we may require evidence of your authority and appropriate privacy law consents so that we can correspond with you or the complainants on it.

We may also provide a standard response to complainants where the nature of the complaint is substantively the same (including by way of a single response to the coordinating party or system, where responding to individual complaints is not reasonably practicable).

You can request that your complaint and identity (or the identity of a person you are representing) be kept confidential. We seek to respect such requests unless we are required or authorised to disclose information under applicable law or regulation, or to any governmental body. Please note that it may limit our ability to investigate your complaint if we cannot contact you to clarify or seek further information.

Please also note that we are subject to legislative and other confidentiality provisions that may limit our ability to provide information to you about third parties.

6. YOU SHOULD KNOW

You will **not** be discriminated against because you have made a complaint.

You will **not** be charged a fee for making a complaint.

This policy does **not** apply to recruitment or employment related complaints. These will be referred to the relevant contact internally for consideration.

7. IF YOU ARE NOT SATISFIED

If you are not satisfied with our response, or the way in which we have handled your complaint, you can write to complaint@housingaustralia.gov.au requesting further internal review.

You are also entitled to refer your concerns to the [Commonwealth Ombudsman](#).