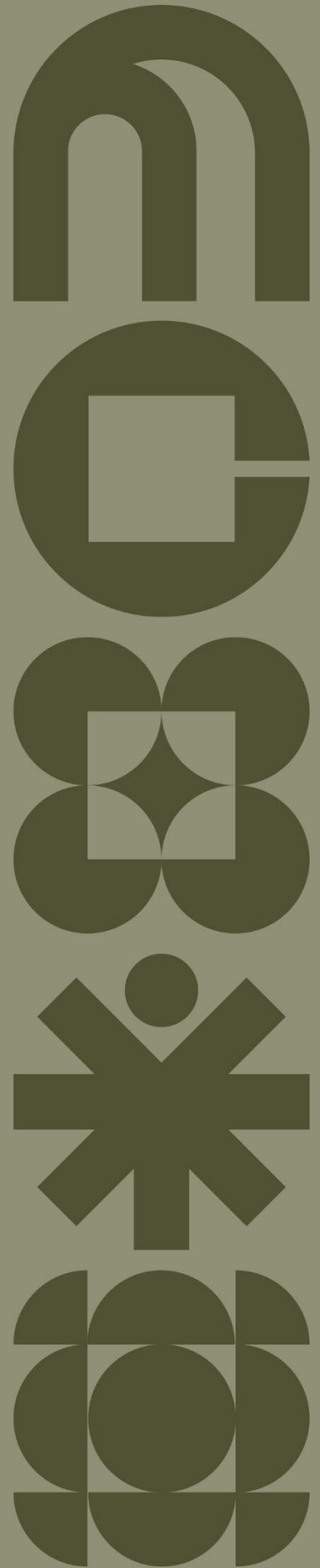


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Feedback

Governing Policy

Arch



It is the responsibility of the user of this document to ensure that only the current version is being used. Arch may amend this document at any time.

Document and amendment history

DATE	VERSION NUMBER	SUMMARY OF CHANGES
December 2025	1.0	Policy created

All correspondence should be directed to:

Enquiries

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Contents

1.	Purpose	4
2.	Scope	4
3.	Policy Principles	4
4.	Complaints	4
4.1.	What Is a Complaint?.....	5
4.2.	What Is Not a Complaint?	5
4.3.	Our Approach to Managing Complaints.....	5
4.4.	Who Can Make a Complaint?	6
4.5.	Complaint Handling Procedure.....	6
4.6.	How To Make A Complaint	8
5.	Appeals	8
5.1.	What Is an Appeal?.....	8
5.2.	What Is Not an Appeal?.....	8
5.3.	Who Can Appeal?	9
5.4.	Procedure.....	9
5.5.	How To Lodge an Appeal	10
5.6.	External Appeal	10
6.	Issues Outside of This Policy	10
7.	Policy Approval	11

1. Purpose

This Policy outlines how Arch will manage feedback, complaints and appeals with our service. Arch recognises that customers have the right to provide feedback, complain or appeal decisions and will not be disadvantaged or penalised for doing so. This policy has been created to:

- Give customers the right to provide all types of feedback
- Give customers the right to complain and appeal
- Make it easy for customers to exercise that right
- Help Arch to review what is and what is not working well within our organisation and to allow room for improvement and ensure customers are heard.

2. Scope

This policy applies to all Arch affordable housing tenancies. Application of this policy will be in accordance with Arch's obligations as an agent under the NSW Residential Tenancies Act.

3. Policy Principles

Arch is committed to:

- Providing a quality service to our customers
- Answering your questions as soon as we can
- Continuously improving our services within the resources we have.

As a provider of services, we aim to make sure that our staff:

- Deliver a quality service in a timely manner and with courtesy
- Treat you with dignity and respect
- Commit to understanding your needs to help you
- Are well supported and trained
- Use outcomes and learnings from feedback to improve service delivery.

4. Complaints

Arch recognises that customers have the right to complain and will not be disadvantaged or

penalised for doing so.

- Give customers the right to complain
- Make it easy for customers to exercise that right
- Help Arch review what is and what is not working well within our organisation.

4.1. What Is a Complaint?

Complaints can be made by customers of Arch, who are defined as tenants or applicants. A complaint is where a customer is dissatisfied with the service(s) they have received from Arch and want us to respond or take action.

Examples of complaints include:

- Poor service from staff or contractors engaged by Arch
- Change or withdrawal of service.
- Repairs not completed within time frames.
- The organisation has not followed its documented policies and procedures.

This only applies to services being provided by or contracted by Arch and not where services are provided by the owner or through third parties contracted by the owner.

4.2. What Is Not a Complaint?

Arch does not class any of the following as a complaint or service failure:

- An appeal of a decision made by Arch (refer to Section 6 of this policy - Appeals).
- Matters that are the responsibility of other agencies, tribunals and courts e.g. NSW Civil and Administrative Tribunal (NCAT).
- Matters already escalated to other agencies, tribunals and courts e.g. NCAT.
- Disputes between tenants unless related to the handling of the dispute.
- Matters not directly related to the customer.

4.3. Our Approach to Managing Complaints

Arch will:

- Ensure that all current and potential complaints are dealt with equitably and fairly
- Not penalise or disadvantage customers for making a complaint
- Ensure that resources are distributed on the basis of a complaint's merits, rather than a complainant's demands or conduct
- Manage complainant expectations from the beginning of the complaints process to ensure they are reasonable and realistic

- Provide complainants with clear, timely and firm communication about the status of their complaints, if there has been a delay
- Maintain confidentiality in relation to the identity and personal details of the complainant and those mentioned in a complaint and only disclose this information to the extent necessary to undertake a review
- Request that complainants show respect for and cooperate with staff in any contact or communication.

4.4. Who Can Make a Complaint?

- A customer on their own behalf.
- Someone who is responsible for the customer, for example a guardian.
- Someone who is the support person or advocate of the customer, as long as written consent has been provided. An Authority to Act form can be provided on request.

Arch recognises that a complainant may not be able to personally submit a complaint in writing. A complainant may make a complaint by phone and staff will document the complaint / appeal on the tenant's behalf where feasible.

A complainant may also provide consent for a third party to submit a complaint on their behalf. The consent must be expressly documented and presented at the time of submission.

There are also external bodies that can provide assistance with documenting complaints. These include:

- Community Legal Centres contactable through www.clcsw.org.au
- The NSW Fair Trading Information Centre who can be contacted on 133 220 or at www.fairtrading.nsw.gov.au

4.5. Complaint Handling Procedure

Arch encourages customers to raise any concerns with a relevant staff member before lodging a formal complaint. This can be done over the phone, email or, in certain circumstances, via a face-to-face meeting.

Arch will attempt to resolve informal complaints at the time the complaint is made. If a customer is unable to resolve their complaint informally or is not satisfied with the response, then the complaint should be put in writing. The customer should provide details of the complaint and include any available evidence. Once the written complaint is received, an acknowledgment letter will be sent within 7 business days along with a copy of the Feedback Policy.

The complaint will be recorded by the Complaints and Appeals Manager who will gather the details of the case.

The Complaints and Appeals Manager is designated by Arch to oversee the complaints management process. The Complaints and Appeals Manager typically does not investigate or resolve the complaint but coordinates the overall process including accurate recording of each complaint and the management of the Complaints and Appeals Register.

The Complaints and Appeals Manager will determine whether the matter is a complaint or an appeal. This may include contacting the person who has lodged the complaint for more information.

Where a complaint has been received via email, all formal correspondence (acknowledgement and response letter) should be expected via return email. Complaints that have been posted or handed in to the office will be responded to via post. Complainants are welcome to request a different method of contact.

There are two internal review stages for written complaints:

Stage 1 – Senior Manager Review

Once a complaint has been processed by the Complaints and Appeals Manager, the complaint will be passed to the relevant departmental manager to investigate and issue a response. Where it was the relevant department manager that made the original decision, the complaint will be referred to another manager or escalated to the next stage.

The investigation and resolution process will take no longer than 28 business days. If there is any reason this timeframe cannot be met, Arch will contact you and provide an update.

The letter will inform the complainant of the right to proceed to Stage 2 of the complaint process if they have outstanding concerns about the response.

Stage 2 – Chief Executive Officer

If the person making the complaint is not satisfied with the outcome of Stage 1, they are able to escalate their complaint for a further review. Details of how to do this are provided in the response letter.

Once the escalation has been processed and the acknowledgement letter is sent, the complaint will be passed to the Chief Executive Officer who will initiate a further review and make her determination on the matter. The turnaround time for a Stage 2 response is 28 business days from the date of escalation. If there are any delays to this timeframe, Arch will contact you to provide you with an update.

For both Stage 1 and Stage 2, responses will be provided in writing within 28 business days.

The response may include one or more of the following:

- An apology
- An explanation

- An assurance about further actions
- Information on proposed changes to how things are done

The response will contain details of possible next steps if the customer feels that the matter is still unresolved.

4.6. How To Make A Complaint

Customers can contact Arch to make a complaint using the below contact details:

Phone: (02) 723 53360

Email: feedback@archhousing.com.au

Address: Arch, PO Box 141, Pyrmont NSW 2009

5. Appeals

Appeals can be made by customers of Arch, who are defined as tenants or applicants. An appeal is a request to have a decision reviewed. The review will address the merits of the decision within the policy framework of the organisation and taking account of procedural fairness and the circumstances of each case.

5.1. What Is an Appeal?

Examples of what can be appealed are:

- Eligibility for housing
- Permission to undertake modifications or alterations
- Permission to keep an animal
- Former tenant charges
- Water charges.

5.2. What Is Not an Appeal?

Examples of decisions that cannot be appealed include:

- Matters that have already been dealt with as a Complaint
- Matters already escalated to other agencies, tribunals and courts e.g. NCAT etc
- Decisions that are not directly related to the applicant/tenant
- Matters that are outside the time limit for appeals
- Permission to store personal belongings in communal storage rooms.

5.3. Who Can Appeal?

- A customer on their own behalf.
- Someone who is responsible for the customer.
- Someone who is the support person or advocate of the customer, as long as written consent has been provided. An Authority to Act form can be provided on request.

5.4. Procedure

If a customer is unclear about the decision or wants clarification of why the decision was made, they are encouraged in the first instance to request an explanation from the original decision maker. If they remain unhappy with the reasons given, they may then proceed to lodging a formal appeal.

The two formal stages of appeal are listed below:

- Stage 1 – Manager
- Stage 2 – Chief Executive Officer

A customer should request in writing a formal review outlining the original decision and why they want the decision reviewed.

Once the appeal is received, an acknowledgment letter will be sent within 7 business days along with a copy of the Feedback Policy.

The appeal will be recorded by the Complaints and Appeals Manager who will gather the details of the case. The Complaints and Appeals Manager will decide whether the matter is an appeal under this policy.

Where an appeal has been received via email, all formal correspondence (acknowledgement and response letter) should be expected via return email. Appeals that have been posted or handed into the office will be responded to via post. Customers are welcome to request a different method of contact.

Responses will be provided in writing within 28 business days outlining either:

- Appeal Upheld
- Appeal Not Upheld
- Appeal Partially Upheld

The response letter will contain details of what to do next if the customer is still not satisfied with the response.

Stage 1 – Manager Review

Once an appeal has been processed by the Complaints and Appeals Manager, the appeal will be passed to the relevant department manager to review the decision and issue a response. Where it was the relevant department manager that made the original decision, the appeal will be referred

to another manager or escalated to the next stage.

The investigation and resolution process will take no longer than 28 business days. If there is any reason this timeframe cannot be met, Arch will contact you and provide an update.

The response letter will include details on how to escalate the appeal, should the customer remain dissatisfied.

Stage 2 – Chief Executive Officer

If the person making the appeal is not satisfied with the outcome of Stage 1, they are able to escalate their appeal by notifying Arch. Details of how to do this are provided in the response letter.

Once the escalation has been processed and the acknowledgement letter is sent, the appeal will be passed to the Chief Executive Officer to review as part of Stage 2. The turnaround time for a response is 28 business days from the date of escalation. If there are any delays to this timeframe, Arch will contact you to provide you with an update.

5.5. How To Lodge an Appeal

Customers can contact Arch to lodge an appeal using the below contact details:

Phone: (02) 723 53360

Email: feedback@archhousing.com.au

Address: Arch, PO Box 141, Pyrmont NSW 2009

5.6. External Appeal

If a customer believes the decision made by Arch in the appeals process is incorrect, they can ask the Housing Appeals Committee to review the decision. The Housing Appeals Committee is an independent committee that can review certain decisions of Community Housing providers. For further information regarding the Housing Appeals Committee call 1800 629 794 or visit the website www.hac.nsw.gov.au.

Any recommendations received from the Housing Appeals Committee will be forwarded to Arch's Chief Executive Officer for consideration.

6. Issues Outside of This Policy

If you believe Arch has failed to comply with the community housing legislation the matter can be raised

with the Registrar of Community Housing, an external body that will investigate complaints of this nature.
Please see further information:

<https://nrsch.gov.au/providers/guidance-and-policy/complaints-management-policy.html>

7. Policy Approval

Lisa Ellis

Head of Housing Services and Community Engagement

December 2025