

Complaints & Appeals

Information for applicants and tenants

November 2011

Contact information

Send written complaints or appeals to:

The Executive Officer
Address: Borec House, Suite 1002, Level 1
29-57 Station Street, Penrith NSW 2750
PO Box 4303, Penrith Westfield NSW 2750
Phone: 4777 8000
Fax: 4777 8099
Email: admin@wentworth.org.au
Web: www.wentworth.org.au

All complaints and appeals are treated confidentially and with sensitivity.

Copies of our Complaints and Appeals forms are available from our office or by visiting www.wentworth.org.au

We would also like to hear from you if you are pleased or satisfied with our service!





Wentworth aims to provide you with a good quality housing service.

WHAT YOU CAN EXPECT FROM US:

- to be honest, respectful and fair in our dealings with you
- to abide by policy, standards and legal requirements
- to provide you with a quality housing service
- to protect your privacy and personal information
- to learn, improve and do things better where possible

If you do have a problem or concern with our service, let us know.

We want to resolve it.

Complaints

A complaint can be lodged if you are unhappy or dissatisfied with the service you received from Wentworth.

1. We encourage you in the first instance to tell us what the problem is so that we can try and resolve it quickly.
2. If you are not comfortable talking with us, or you have tried and are still unhappy/dissatisfied, then you can make a formal complaint. You can do this by sending a letter to the Executive Officer or using our complaint form (available at any of our offices). Your complaint will be investigated and you will receive a written response within 28 days.
3. If you remain unsatisfied with the outcome of your complaint or the way it has been handled, ask us to refer your complaint to our Board of Directors. They will review your complaint and send you a written response within 28 days.

The Consumer, Trader and Tenancy Tribunal (CTTT) is also a way you can seek to resolve any disputes. For more information call 1300 135 399 or visit www.cttt.nsw.gov.au

Appeals

If you disagree with a decision made by Wentworth, you have the right to lodge an appeal. The decisions that can be appealed are generally made under Wentworth housing policies. You can access these policies via our website www.wentworth.org.au

The sorts of decisions you can appeal about include:

- not being eligible for community housing
- removal from the waiting list
- rental subsidy assessment
- application for housing transfer (rehousing)
- property modifications relating to medical needs
- absence from a dwelling
- offers of accommodation

If you are unsure whether you can appeal a decision please ask us, our staff are happy to help!

YOU CAN APPEAL A DECISION BY:

1. Writing a letter of appeal to the Executive Officer or completing an Appeal form. Your appeal will be investigated and you will receive a written response within 28 days.
2. If you remain dissatisfied with the Wentworth internal appeal, there is an external appeal process available to you through the NSW Housing Appeals Committee (HAC). The HAC is an independent appeals agency that reviews decisions made by social housing providers state wide. For more information call 1800 629 794 or visit www.hac.nsw.gov.au