



COMPLIMENTS, COMPLAINTS & APPEALS

Complaints Handling Policy

Micro Housing Management Complaints Handling Policy

This **Complaints Handling Policy** applies to all persons engaged in the business.

How to make a complaint

We aim to make it easy for you to bring any issues or concerns to our attention.

You should first raise your issue or concern with the agent, property manager or agency representative that is handling your business.

If you are not satisfied with the outcome, you can then make a written complaint to us by:

- **Email:** contact@exclusivere.com.au
- **Post:** Micro Housing Management PO BOX 3349 North Strathfield NSW 2137

Please provide as much detail as possible about your complaint, including the outcome you would like.

How we will handle your complaint

Our Complaints Officer will oversee the complaints process. This person is responsible for working with you and relevant agency team members to ensure that the issues you have raised are fully examined and that your complaint is handled in accordance with this Complaints Handling Policy.

We will treat the process and all the details of your complaint in strict confidence. However, disclosure is required to those within the agency who are required to know. If we need to discuss any issues arising from your complaint with someone outside the agency, we will obtain your consent to do so.

We will always give you a fair opportunity to explain your case. You should make your initial complaint as clear as possible. In some cases, we may want to meet you in person to discuss your concerns and find a satisfactory resolution.

Upon receipt of your complaint, it will be classified into one of the following categories:

Negative feedback	Where the complainant is generally unhappy or dissatisfied with the agency's service, actions or staff, and reassurances are appropriate.
Formal complaint	Where the complainant expresses dissatisfaction about the agency's service, actions or staff, where a response or resolution is explicitly or implicitly expected or legally required.

Where the complaint relates to alleged financial misconduct, it will be reported to the principal licensee or licensee in charge as soon as possible to oversee the investigation and resolution of the complaint.

How long will it take?

We will make every effort to resolve your complaint as soon as reasonably practicable. However, the timeline will depend on the nature and complexity of the issue/s you have raised.

We will send you an acknowledgement of receipt of the complaint within two business days. We will also then give you an estimate of how long it may take to deal with the matter. We will do our best to finalise the matter within a reasonable timeframe.

What action will we take in response to your complaint?

If we decide that your complaint is justified, we will then decide what action to take in response. We will always do our best to match our response to the nature of your complaint, but this may not always be possible.

Some of the things we might do include:

- Take steps to rectify the issue or problem you have raised;
- Give you additional information or advice, so you understand what happened or our response to the given situation; and
- Take steps to change our policies and procedures if your complaint identifies a problem in the way that we do things.

What if you are still unhappy?

Sometimes it will not be possible to resolve a complaint to everyone's satisfaction and you might want to escalate the matter to NSW Fair Trading or another regulator (for example, the Fair Work Commission or SafeWork NSW). These bodies can deal with inquiries and complaints about real estate agents and offer information, advice and dispute resolution services on real estate issues.

If you are unhappy with how we resolve your complaint, we will provide you with details about how to contact NSW Fair Trading or any other relevant regulator to pursue your complaint if you wish to do so.

In the event that you escalate the complaint to NSW Fair Trading or any other relevant regulator, we will fully cooperate with any investigation that may take place.

Record keeping

We maintain a Complaints Register and all records are kept for a minimum of three years from the resolution of the complaint. The Complaints Register includes details of the following for each complaint:

- Name and contact details of the complainant
- Details of the complaint, including the type of complaint
- Any actions taken
- Resolution of complaint, including if the complainant has been notified of the option to escalate the complaint.

Continuous improvement

This Complaints Handling Policy and relevant procedures will be reviewed each year to ensure that it is up to date and fit for purpose. This includes:

- Review of complaints handling procedures;
- Identification of corrective actions and opportunities to improve procedures; and
- Plans to ensure continual improvement.

The NSW Registrar of Community Housing deals with complaints about our compliance with the Community Housing Provider's Law (the National Law) including the National Regulatory Code. New South Wales Registrar of Community Housing (RCH) for external complaint Housing Appeals Committee 1800 629 794.

Appeal a decision

As a tenant, you can appeal decisions made by Micro Housing Management in relation to your tenancy. You can do this by:

Downloading our Compliments, Complaints & Appeals feedback form, completing it:

Mailing it to Micro Housing Management PO BOX 3349 North Strathfield NSW 2137 Emailing us at contact@exclusivere.com.au or

Requesting an interview and speaking to us in person. You can bring a friend or advocate for help or support.

The appeals process

Appealing a decision is a two-stage process:

Stage 1: You will receive a letter or email confirming receipt of your appeal within 2 days. A manager will be assigned to review your matter. The person who made the original decision will not manage the appeal. The manager will

consider your appeal within 21 days of receiving your letter. You will be advised in writing of our decision.

Stage 2: An appeal to the free, independent Housing Appeals Committee (HAC) if you are still not happy after Stage 1. To do this you must complete the HAC Second Level Appeal Form.

The HAC will assemble all the information they need, including your tenancy file, to consider your appeal and will conduct an informal interview or "hearing" with you. The HAC exists to support tenants and housing applicants to ensure that housing providers apply their policies in fairly and consistently. You can request an interpreter or Aboriginal Committee member or bring a support person to the hearing.

Other organisations that can help

For more information on appeals please contact:

Housing Appeals Committee 1800 629 794

Department of Fair Trading 13 32 20

Tenants Advice and Advocacy Service 1800 251 101

For more information on non-appealable decisions contact:

NSW Civil and Administrative Tribunal (NCAT) 1300 006 228