

Amélie Housing Tenant Information Podcast

Episode Two Script

Welcome to Amélie Housing Tenant Information Podcast, Episode Two.

- Amélie Housing is a Tier 1 Community Housing Provider and a special work of the St Vincent De Paul Society. In these podcasts, we provide information on topics related to managing your tenancy or application with us.
- In this episode, we will be talking about complaints.
- If English is not your first language and you need an interpreter, we can arrange a time for an interpreter for you.

What is a complaint?

- A complaint is an opportunity to express dissatisfaction with the standard of service provided to you.

Let's explore an example:

- Imagine you requested an urgent plumbing repair due to the breakdown of a hot water system. The repair did not occur within an expected timeframe, and no reason for service delays was communicated to you. The wait was greater than 24 hours, and you had no hot water in winter. This situation is definitely a reason to complain.
- Generally, complaints are made when service standards are not met. For customer service standards, the Amélie Housing code of conduct explains what you can expect from Amélie Housing and what Amélie housing expects from you.
- Other policies and procedures outline expectations and timeframes, for example the Responsive maintenance policy sets out timeframes for repairs.
- If you would like to lodge a complaint, there are several ways you can do this.
- You can lodge a complaint online at www.ameliehousing.org.au, in the Complaints, Appeals and Feedback tab under the tenancy section. You can call the national office on 1800 950 575.
- You can have people help you lodge a complaint. You can ask a support worker, caseworker, tenant advocate or another person to lodge the complaint for you. Remember, we need consent from you before we can exchange information about your complaint.
- Your complaint will be reviewed, and you will be notified of the outcome in writing.
- Remember, it is okay to be upset when making a complaint. We ask you are respectful to Amélie Housing staff and contractors at all times. We also encourage you to speak with your housing manager to see if the issue can be quickly resolved.
- You can access Amélie's complete complaints and appeals policy,
- In your tenant handbook and
- Amélie Housing website www.ameliehousing.org.au in the tenancy section; Complaints, Appeals and Feedback

Thank you for listening; please join us for future episodes.



Amélie Housing

Building hope through housing
