# Tenant Complaints

Coodjingburra H.O.M.E
Helping Our Mob Everywhere

## 1. Purpose

This policy provides a clear framework for managing tenant (and prospective tenants/applicants) complaints at Coodjingburra HOME. It is designed to ensure Coodjingburra HOME has a fair, transparent and responsive approach to managing complaints received while ensuring information on how to make complaints is readily available to our clients.

Definition: For the purposes of this policy, a complaint is defined as an expression of dissatisfaction relating to the quality of Coodjingburra HOME's services or conduct where a response or resolution is expected or legally required.

Examples are:

- Failure to provide a service or an aspect of a service such as not completing a repair or not providing rent statements
- Poor quality services provided by an individual staff member (e.g. not responding to phone calls)
- Poor behaviour by a contractor (e.g. failing to clean up after maintenance work)

## 2. Scope

This policy applies to complaints received from applicants, tenants and advocates. This policy does not apply to:

i. Complaints, disputes or grievances of employees or directors

ii. An initial property maintenance request (e.g. fence repair or a leaking tap). This request will be dealt with via our standard property maintenance service.

iii. Complaints relating to a breach of tenancy by a Coodjingburra HOME tenant such as noise, pets, poor property care etc. These will be managed in line with our Antisocial Behaviour Policy and the Residential Tenancies Act.

iv. Tenancy disputes between Coodjingburra HOME & the tenant, including but not limited to):

- rent increase
- termination of tenancy agreement
- end of tenancy charges
- bond claims or breaches of the Residential Tenancy Agreement.

These matters can be managed through Coodjingburra HOME's tenant appeals policy or can be referred for resolution to the NSW Civil and Administrative Tribunal (NCAT), an independent body in NSW for the resolution of tenancy disputes.

## 3. Guidelines

### 3.1 *Lodging a Complaint*

A compliant can be lodged by the complainant, their representative or advocate in person at the Coodjingburra HOME office, by telephone, email, letter or verbally during a home visit.

### 3.2 *Recording and Investigating Complaints*

All complaints received will be recorded in Coodjingburra HOME's Complaints Register. Complaints will be treated as confidential unless information is required or authorised to be disclosed by law.

Coodjingburra HOME will:

- Regularly report the number and types of complaints and their outcomes to its Board
- Provide information on its complaints to comply with the reporting requirements of the National Regulatory System for Community Housing (NRSCH)

Complaints will be investigated by the Operations Manager or the Managing Director as appropriate. Coodjingburra HOME will take appropriate steps to ensure complaints are properly investigated and this process may take up to 21 business days. If a delay is likely to occur, Coodjingburra HOME will notify the complainant of the expected timeframe and reason for this.

### 3.3 *Responding to Complaints*

Once the investigation of a complaint is completed, Coodjingburra HOME will notify the complainant in writing of the outcome and will include the reason(s) for any decisions made.

The complainant will be immediately informed of any time limits to make an application to the NSW Civil and Administrative Tribunal if the matter falls within its jurisdiction.

If the complainant is not satisfied with Coodjingburra HOME's response, they are able to seek an external review to relevant services for this purpose.

### 3.4 *External Complaint Avenues:*

- The NSW Registrar of Community Housing is responsible for investigating complaints made against community housing providers. See more information on how to make a complaint to the Registrar of Community Housing here.
- The NSW Civil and Administrative Tribunal (NCAT), an independent body in NSW for the resolution of tenancy disputes between landlords and tenants in NSW

### 3.5 *Steps for a Complaint*



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## 4. Relevant Legislation, Policies and Resources

Registrar of Community Housing Enquiries and Complatints

CLICK TO VIEW & DOWNLOAD

Community Justice Centres (CJC)

CLICK TO VIEW

NSW Civil & Administrative Tribunal

CLICK TO VIEW

Tenants' Union of NSW

CLICK TO VIEW

**NOTE:** We have inserted the exact links as of June 2026. Links can change from time to time. To clarify, or if you encounter any challenges, please contact Operations Manager Sharyn Logan: **sharyn.logan@coodjingburrahome.com** or **0431 633 002**