

Feedback and Complaints



Different types of feedback

Our commitment

Our mission is to end homelessness. We believe housing is a basic human right that affords people dignity. Everyone has the right to a home, and it is our job to make this happen.

We recognise that in pursuing this sometimes we will not get it right, and sometimes people will feel dissatisfied. When this happens, we want to hear about it.

All feedback, including complaints, is important to us and we are committed to:

- Listening to you
- Always treating you with dignity and respect
- Handling your feedback in a sensitive and timely manner
- Seeking fair resolutions that uphold people's human rights
- Learning from feedback to make our services better.

We encourage any feedback to be shared with your support worker or primary contact at Launch Housing in the first instance.

Anyone can provide us with feedback at any time by accessing our website, speaking to any of our staff or emailing us at feedback@launchhousing.org.au.

Compliments

Compliments are any praise, thanks and other supportive comments we receive about the way we have delivered a service, how our staff have helped, or how our approach to working with people has stood out and made a positive impact for people and our community.

When we receive a compliment we share it with our staff and look at how we can build on this to make a positive impact for more people.

Complaints

Complaints are any concern, or dissatisfactions that people share with us about a service we delivered, our staff, a decision we have made, or how we have managed a previous complaint.

When we receive a complaint we take it seriously and try to resolve it as quickly as possible. We have clear processes in place to make sure complaints are handled objectively, and that we learn from each complaint.

Reports of nuisance or antisocial behaviour

Reports are any concerns raised about behaviour at a Launch Housing managed that is disruptive to you, the people around you, or your local community.

We investigate all reports of antisocial behaviour and have clear processes to manage and respond to these reports. We manage these reports separately from other complaints and in accordance with allowable actions under the Residential Tenancies Act.

For more information on antisocial behaviour please refer to our Antisocial Behaviour Fact Sheet.

Who can make a complaint?

Anybody can make a complaint to Launch Housing, and anybody can have someone make a complaint on their behalf.

Launch House staff are trained in receiving complaints from a wide range of people. This training includes supporting vulnerable people or people with special communication needs to make a complaint.

No one will ever be treated differently or disadvantaged as a result of making a complaint.

Launch Housing follows up and acknowledges anonymous complaints when there is sufficient information to do so.

How can a complaint be made?

Complaints can be made by:

- Speaking with your support or tenancy worker. This is often the best and fastest way to have a complaint resolved.
- Speaking with any Launch House staff member.
- By completing the feedback form on our website at <https://www.launchhousing.org.au/feedback>.
- By emailing feedback@launchhousing.org.au. When using email providing your name, preferred contact method, a summary of the complaint and the outcome you are seeking will help us to address it promptly.

Our complaint management process:

Listen

All Launch Housing staff are trained to make it easy for you to provide feedback. Our staff will listen, provide you with the information and support required to have the issue properly addressed and wherever possible try to resolve it immediately.

Acknowledge

When a complaint can't be resolved on the spot we will record it in our system and formally acknowledge it within three working days of receiving it. We will tell you who is managing your complaint, what the process is for considering it and give you a reference number that you can use to follow-up on it at any time.

Consider

We will take the appropriate steps to fairly and quickly consider your complaint. This may include talking with you to understand more details, talking to others involved and/or reviewing supporting information and policies.

Address

Once we understand the complaint well, we will take the appropriate action to address it. As part of this we will talk to you about resolution options and ask your views on appropriate action to take. Once actions are agreed we will provide you with a summary of the agreed actions in writing.

Learn

All feedback we received is reviewed and analysed to identify opportunities to improve our services. We have processes in place to report on the action we've taken

We aim to address all complaints we receive within 30 days.

Can I appeal a decision?

Internal avenues for appeal

If you are not satisfied by a response you have received about a complaint, you can request a formal review by:

- Emailing feedback@launchhousing.org.au or
- Using the complaint form on our website at www.launchhousing.org.au/feedback

When requesting a review, you should provide the reference number for the previous complaint if you know it.

External agencies for complaints and appeals

- **Housing Registrar | Victorian Government** oversees the community housing sector in Victoria and holds registered agencies to account. It can take feedback and complaints relating to services provide by Launch Housing, as well as undertaking reviews and supports appeal processes.
- **Victorian Equal Opportunity and Human Rights Commission** can provide additional assistance to resolve complaints about discrimination, sexual harassment and racial or religious vilification.
- **Consumer Affairs Victoria** regulates consumer affairs in Victoria, including renting, buying and selling properties and supporting owners.

Expectation of behaviour when making a complaint

We understand that at times complaints can also come with a level of frustration or similar emotions. Our expectation is that all parties involved have their rights respected.

Launch Housing will not tolerate abuse, threats or intimidation of our staff, clients or other stakeholders.

Launch Housing reserves the right to restrict or discontinue contact with a complainant for a period of time in circumstances where the complainant's behaviour creates an excessively threatening or unsafe work environment for our staff.

Where can I get support?

A range of supports are available for people who want to make a complaint, including:

- [Homelessness Advocacy Service \(HAS\)](#) - if you have a problem with a homelessness assistance or social housing service – such as a transitional, housing manager, support service, or rooming house – HAS can help.
- [Victoria Legal Aid](#) – helps people with their legal problems. It offers legal representation, dispute resolution and non-legal advocacy to those in need.
- [Justice Connect](#) – provides free legal help, legal information and advice to people experiencing or at risk of homelessness.
- [Renters Victoria](#) – promotes and protects the rights of renters in Victoria. It helps individual renters to understand their rights and improve renting conditions.
- [Victorian Aboriginal Legal Service](#) – provides legal support to Aboriginal and Torres Strait Islanders so they can fully exercise their legal rights as Australian citizens.
- [Tenancy Assistance and Advocacy Program providers](#) – helps Victorians who have a private residential rental agreement and are experiencing financial disadvantage or family violence.
- [Anika Legal](#) - is a free online legal service that helps Victorian renters take control of their living situation. It provides reliable legal assistance and advice that is specific to your circumstances.