



AnglicareNT

COMMUNITY HOUSING FACTSHEET

COMPLAINTS AND APPEALS

If you are not satisfied with your accommodation or our housing service, you can lodge a complaint or appeal a decision that has been made.

What is a Complaint?

A complaint can be made if you are not happy with your **accommodation** or our **service delivery**. Examples of types of complaints include incomplete or delayed repairs that are our responsibility, inappropriate staff behaviour or poor service delivery.



How Do I Make a Complaint?

Complaints can be made by contacting the Program Manager or the Regional Operations Manager on (08) 8951 8000.

If you would prefer not to speak with them, you can call our Head Office on (08) 8985 0000, visit the complaints section at www.anglicare-nt.org.au or email us at feedback@anglicare-nt.org.au.

If you lodge a concern or a complaint, we will contact you within **three business days**.

If you would prefer to make a complaint to an independent agency, you can contact:

- NT Civil & Administrative Tribunal on 1800 604 622 or AGD.ntcat@nt.gov.au
- Office of the Community Housing Registrar NT on 08 8999 8304 or nrsch.tfhc@nt.gov.au
- Territory Families, Housing and Communities Housing Complaints hot line on 1300 301 167

What is an Appeal?

An appeal gives you the opportunity to dispute a decision that has been made by Anglicare NT about your application, your house or a complaint that you have made.

Examples of decisions that can be appealed include:

- Your eligibility for housing
- A housing transfer request
- Your Rent Rebate amount
- Permission to undertake modification.

Appeals cannot be made on:

- Decisions that are the responsibility of other tribunals or courts such as NTCAT
- Decisions made by the Department of Territory Families, Housing and Communities e.g. changes to assessable income
- Matters under investigation by a Commission e.g. Anti-Discrimination Commission.

How Do I Lodge an Appeal?

If you want to lodge an appeal, you need to complete an **Appeal Application Form**. If you would like assistance to fill in the form, you can ask an Anglicare NT staff member.

To get a form or find out more you can contact:

- Our office, 101 Bloomfield St, Alice Springs
- Email feedback@anglicare-nt.org.au
- Phone (08) 8959 4400
- Ask one of our staff members.

Timeframe

You have three months to appeal a decision. This may be extended in some circumstances.

Once you have lodged your Appeal Application Form, Anglicare NT will acknowledge it within 3 business days.

We will let you know what the next steps are and what to expect from the process.

A decision will be made within 28 days, of each appeal.

Appeal – Tier 1

A Tier 1 appeal occurs the first time you lodge an appeal. You are required to provide information about why you don't agree with the decision.

An officer from Anglicare NT will review the information, talk to you and look at the records. They will check that:

- Procedural fairness has been adhered to
- The Anglicare NT Policy was interpreted correctly and fairly when making the decision
- All circumstances and relevant information were fairly considered
- Any new relevant information is considered.

The decision for this appeal will be made by an Anglicare NT Executive Manager.

Appeal – Tier 2

If you are unhappy with the outcome of the first appeal, you may appeal again. This appeal will be reviewed in a similar way, but the final decision will be made by Anglicare NT's Deputy CEO or CEO.

