

External authorities and supports

National:

Disability Services Commissioner
NDIS Quality and Safeguards Commission

South Australia:

Rent Right
Office of Housing Regulation
Housing Safety Authority
Aged Rights Advocacy Service
SACAT
Office of Consumer and Business Services
Ombudsman SA
Legal Services Commission
Health and Community Services Complaints
Commissioner

Complaints about human rights

We are committed to non-discrimination. If you feel you have been discriminated against by us, please let us know. You also may wish to contact your state Equal Opportunity Commission or the Australian Human Rights Commission.

Equal Opportunity SA

08 7322 7070
www.equalopportunity.sa.gov.au

Australian Human Rights Commission

1300 365 419
www.humanrights.gov.au

Contact us

☎ (08) 8232 2282

🌐 catherinehouse.org.au

✉ reception@catherinehouse.org.au

📍 PO Box 6031 Halifax St, Adelaide, SA 5000



FEEDBACK, COMPLAINTS & APPEALS



HOUSING
CHOICES
SOUTH AUSTRALIA

YOU HAVE THE RIGHT TO MAKE A COMPLAINT

What is a complaint?

A complaint is an expression of dissatisfaction about services provided by our staff or maintenance contractors, about a decision we have made, or the way we have handled feedback. There is no time limit on when a complaint can be raised.

What is an appeal?

An appeal is a request to review a decision we have made. You can raise an appeal with us where you think we have not followed our policy or acted unreasonably when responding to a complaint or other matter. There is no time limit on when an appeal can be raised.

You can raise an appeal by contacting us on the details in this brochure. It is helpful if you can provide your complaint reference number to us, if you have one. We will always take steps to ensure appeals are assessed independently, by someone not related to the original decision we made.

We commit to:

- Responding to complaints and appeals in a timely and fair way.
- Having accessible complaint handling and resolution processes, and being flexible in our approach to complaint handling.
- Working with complainants to understand their concerns and take reasonable steps to investigate and find a resolution within 30 days.
- Using complaints to improve our service delivery activities.

Neighbour issues or anti-social behaviour

Neighbourhood disputes or issues occur when two or more neighbours disagree about something that becomes a cause of frustration or distress.

Common neighbour issues include disputes about noise, pets, common property issues and the behaviour of children.

If you are experiencing a neighbour issue, please reach out to your housing or tenancy officer for advice and assistance.

Complaints about the behaviour of residents or neighbours are not managed under our complaints policy. However, a concern about the way we have handled a neighbour dispute or anti-social behaviour can be lodged as a complaint.

Your privacy and confidentiality

You can choose to make a complaint anonymously to us. We will let you know if being anonymous will make it difficult to find a resolution to your issue.

We respect requests to have your identity remain confidential. Your personal information will only be disclosed if it is:

- Required by law
- Appropriate in the circumstances, and you have provided your consent.

For information on how we collect, use and disclose your information, see our privacy policy and collection statement on our website.

I'm an NDIS participant living in Catherine House accommodation

If you are not satisfied with aspects of housing we've provided you under the NDIS, you can also provide feedback directly to the NDIS:

NDIS Quality and Safeguards Commission
1800 035 544
www.ndiscommission.gov.au

How can I lodge a complaint or appeal?

We accept complaints in a variety of ways, including from representatives such as carers and advocates. You can provide feedback, or lodge a complaint or appeal by phone, email, our website, or post.

 (08) 8232 2282

 catherinehouse.org.au/feedback

 feedback@catherinehouse.org.au

 PO Box 6031 Halifax St, Adelaide, SA 5000

Submit
feedback:

