

What happens to my information?

Your complaint information is used to investigate and resolve your matter and that may involve sharing the information with other relevant areas within Westside.

Statistical information regarding the complaints is also used to improve services, better understand community needs and respond more positively to complaints or suggestions in the future.

The use of this information for these purposes is carefully controlled to ensure that it is done in accordance with the Privacy Act.

What if I am still not satisfied?

If a complaint has not been resolved to your satisfaction, you have the right to appeal the decision if it is:

- Relating to a dispute with another Westside tenant
- Relating to a dispute with Westside and the tenant which the tenant believes is unreasonable, oppressive or unjust.

Contact details

Westside Housing Company Ltd.

478 Port Road West Hindmarsh SA 5007

P 08 8155 6070

admin@westsidehousing.org.au

www.westsidehousing.org.au

Useful contacts

Community Mediation Services

P 08 8384 5222 or 1300 850 650

www.scjc.com.au

Tenant Information and Advocacy Service (TIAS)

P 1800 060 462

www.tias.org.au

Consumer and Business Services Tenancies Branch

91 Grenfell Street Adelaide SA 5000

P 131 882

tenancy.advice@agd.sa.gov.au

Westside
HOUSING

Creating homes &
connecting people



Feedback, Complaints and Appeals

Your feedback matters

Westside is committed to providing high quality housing services. To achieve this, client feedback is encouraged. Feedback may include suggestions, compliments and complaints about a particular service, experience or event.

Compliments

We are always delighted to hear from you when you have been happy with our service or if the staff or contractors have been exceptional.

Complaints

If you are not satisfied with the service you have received or if you feel something was unreasonable or not to an acceptable standard, please let us know.

If you are not happy with the outcome of a complaint and would like a decision to be reconsidered, you can lodge an appeal.

Feedback

To lodge suggestions, compliments, complaints or appeals, please complete the Feedback Form. The form is available in the tenants section of our website and at our office. You can send a letter or email. Contact details are on the back of this brochure.

Getting started

If you have any concerns talk to us. Firstly, contact the staff member you think is responsible for rectifying the problem. Explain the problem and how you think it could be resolved. If you are not sure who to talk to, please ask.

We will always try to provide information about any situation. However, where another tenant is involved, we cannot provide information on any action the organisation may take due to privacy requirements.

Complaining about a neighbour

Everyone is entitled to the quiet enjoyment of their home. As a community housing landlord, Westside takes all reasonable steps to support this. However, we can only intervene when there is a breach of the Residential Tenancies Act.

Should you have trouble with your neighbour, you can gain assistance from a free service such as Community Mediation Service, www.scjc.com.au.

Always attempt to settle any disagreements with your neighbours before they become serious and prior to making a complaint. Consider how you would feel if someone made a complaint about you without talking to you first. If you do not think it is possible to resolve the issue with your neighbour, you can make a complaint.

We will document and investigate all alleged breaches of the Residential Tenancies Act, but cannot investigate criminal matters. These should be referred to the police.

Who can complain?

Anyone who is a tenant, applicant or member of local community with a legitimate interest in the matter.

Sorting it out informally

Often issues can be resolved quickly and informally by speaking to the staff member dealing with the matter. We encourage you to try this first.

Making a formal complaint

While we try to sort most matters quickly and informally, you have the right to make a formal complaint.

Formal complaints need to be in writing.

You should write to us within two (2) weeks of the event or issue you are unhappy about.

If you have raised the matter informally and wish to make it formal, you will need to contact us within two (2) weeks of our response to your informal complaint.

