

# Fact Sheet:

## Appeals and complaints

### Appealing decisions made by YML

YML welcomes tenant feedback and encourages tenants who disagree with a decision that was made to lodge an appeal.

The appeals process allows YML to grow as an organisation and hopefully to improve our services. Tenants will not be discriminated against or punished for lodging an appeal.

If you believe that a decision made by YML in relation to your tenancy was unfair or incorrect, you have the right to appeal against the decision.

### Decisions that can be appealed

Tenants can appeal decisions that YML have made in regards to:

- How your rent was assessed
- A decision to withdraw an applicant from the waiting list
- Offers of housing that you have been made
- Any requests for specific property needs that have been declined
- Any action that was taken due to an alleged breach of tenancy
- Any charges that have been added to your non-rent account that you disagree with
- A decision not to allow an additional occupant to move into your property
- Any applications for transfer, mutual exchange or succession that have been declined
- A decision not to reduce your rent during an absence from your property, or when a request for an absence has been declined
- Management Transfers

Tenants can request a formal review of the decision made.

**If tenants are unsatisfied with the outcome of this appeals process, they will be provided with information and contact details for the following external organisations that may be able to provide support or advice:**

- The Residential Tenancies Authority  
1300 366 311
- QStar  
1300 744 263

## **Making a complaint about YML**

If you are unhappy with any part of the service that YML provides or the service a staff member has provided, we would like to know about it so that we can attempt to resolve the matter and improve the services we provide.

Tenants will not be discriminated against or punished for lodging a complaint.

If you are unhappy with the way you have been treated by an YML employee, we encourage you to first discuss the matter with the employee in question, to see if the matter can be resolved.

If you are not comfortable doing this, or you would like to complain about a service that YML provides, you will be provided with a complaints form to fill in and return.

### **Stage 1:**

When a complaint is received, the delegated staff member will investigate and record the complaint, and propose what should be done.

That staff member will discuss the complaint with the relevant housing manager and decide if a policy, procedure, standard or law the complaint relates to has been breached.

If none of these have been breached, or no improvements can be identified, the staff member will explain that no further action will be taken in a written response.

If there has been a breach, a resolution will be proposed to settle the complaint / issue. This will be detailed in a written response.

### **Stage 2:**

If the complainant is not satisfied the complaint will be reconsidered by YML's CEO.

## **Complaints and appeals to the YML Board**

A complaint may be taken to the YML Board, when:

- The initial complaint made to the CEO cannot be resolved;
- An appeal is lodged in respect of a decision made by the Board regarding a complaint;

The process the Board will follow regarding complaints and appeals is:

- The Board at the next monthly meeting or as soon as practical depending on the urgency of the situation shall consider complaints, grievances and appeals lodged in writing that could not be satisfactorily resolved by the CEO.
- Investigate and consider the matter regarding the complaint;
- Make recommendations and/or decision to resolve the matter;
- The CEO or President will advise the complainant:
  - That the Board has made a decision regarding the complaint and advise of the decision or;
  - The Board has resolved to hear the complaint/grievance, including the tenant's right to have an advocate present;
  - Where the Board makes a decision regarding the complaint that is unacceptable to the tenant/complainant, the tenant/complainant may lodge an appeal in writing, within seven (7) days of receipt of the decision;
  - If an appeal is lodged, a mediator approved by both parties is appointed to hear the complaint within 21 days of the appeal and seek resolution;
  - In event of failure to resolve the matter during the mediation process, either the YML Board or the tenant/complainant may refer the complaint to the Residential Tenancy Authority for a conciliation process.