

Customer Feedback Policy

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1. Introduction

Building Communities (Vic) Ltd (BCVL) aims to provide a high standard of service in all areas of our operations. We recognise however that there will be occasions when customers and others receiving services from us, providing services to us or significantly affected by BCVL's operations may wish to compliment, comment on or complain about an aspect of our service. BCVL appreciates any feedback that our customers choose to provide and aim to resolve any complaints in a timely manner.

2. Aim

The aim of the policy is to ensure that:

- All comments on the standards of services are considered and where appropriate acted upon, with a response provided to the person providing the feedback.
- All complaints are dealt with in a timely manner within the prescribed timeframes, and where possible to the satisfaction of both the complainant and ourselves.
- Any improvements to our policies and procedures identified as a result of a comment or complaint are implemented.
- We perceive comments and complaints as an opportunity for positive action.

3. Principles of BCVL Customer Feedback Policy

3.1 General

BCVL is committed to the efficient, equitable and fair resolution of all comments and complaints lodged.

The management of complaints will meet all legislative requirements, industry standards and guidelines and comply with any specific program requirements.

3.2 Visibility

Information on how to provide feedback and/or make a complaint will be available in the form of brochures located at all BCVL offices, in the tenant handbook received at sign-up of new tenancies, promoted via the BCVL Customer Promise, from any BCVL operational staff member and on the BCVL website.

The BCVL Customer Feedback Policy will be published on the organisation website and can be requested to be viewed by a customer at any time. This will include information on external bodies that customers can contact to assist in resolving the complaint.

3.3 Responsiveness

All complaints will be dealt with courteously. We will aim to respond within specified timeframes which are detailed in the Complaints Indicative Timeframes document.

3.4 Confidentiality

BCVL staff members shall respect the privacy of complainants and treat all documentation as confidential. A customer's personal information will not be given to another person unless there is lawful reason to do so and/ or with consent. Wherever possible, we will respect the

confidentiality of complainants and those being complained about. Where it is necessary to reveal the name, we will only do so with the individual's consent.

3.5 Objectivity

BCVL seeks to provide customers with the opportunity to have their feedback received by BCVL and any complaint to be reviewed and investigated in a fair and equitable way, and to encourage continual improvement in the operational policies and practices of BCVL.

3.6 Accountability

The complaint handling procedure must follow due process and be just to all parties. All complaints will be dealt with fairly and professionally, without consequence to the customer or to their status as a BCVL customer.

3.7 Accessibility

We will, where necessary, assist those wishing to make a comment or complaint by arranging translation facilities or providing help for those with hearing or sight impairment. An advocate can assist a customer during the complaints procedure.

The person making the complaint may advise BCVL in writing if they wish to authorise a particular person to act on their behalf. The authority will include the advocate's name, contact number and relationship to the customer.

Staff acknowledge that some complainants may only wish to make a verbal complaint and in those instances, they will be treated no differently to complaints lodged in writing via post, email or by completing a form available from our office, or online by visiting the website or over the telephone.

3.8 Appeal

A person making a complaint has the right to pursue a formal Appeal Process if they are dissatisfied with the BCVL Customer Feedback Process and subsequent outcome. Any complaint received from a customer that fails to be resolved within the BCVL Customer Feedback Process will be referred to the internal appeal process with the permission of the customer.

Should the customer still not be satisfied with the outcome of this process, they will be referred to an appropriate external Appeal Body and requirements where BCVL has operational presence. A list of agencies that may assist in resolving the complaint is detailed in the External Avenues of Appeal document.

3.9 Staff

If a complaint involves investigations into staff conduct, BCVL Disciplinary Procedures may be applicable. In the case of complaints being made against the Chief Executive Officer, the Board of Management will undertake the investigation.

3.10 Anonymous complaints

BCVL acknowledges that there may be occasions when a complainant wishes to remain anonymous. In these circumstances, the feedback will be registered in the BCVL Customer Feedback Register as a comment and investigated and assessed by BCVL operational teams as deemed appropriate by the nature of the information received.

3.11 Customer Feedback and Appeal of Decisions

BCVL welcomes its renters to query any decisions it makes and/or ask questions about our work practices. If a renter wishes to provide feedback to BCVL and/or believes a decision made

by BCVL is incorrect, they can lodge customer feedback and/or an appeal using the BCVL Customer Feedback Policy or the BCVL Appeals Policy.

4. How BCVL aims to achieve these policy principles

4.1 Responsibility

All Managers are responsible for ensuring this Policy is implemented. They must:

- Ensure the Customer Feedback Procedure is adhered to, and
- Ensure that all complaints received are entered into the BCVL Customer Feedback Register.

4.2 Monitoring

BCVL will:

- Record and respond to all customer feedback received and ensure it is operating effectively and responding to changing needs and circumstances.
- Make changes to policies and procedures if this is recommended as a result of feedback received.

5. Related legislation, frameworks, policies and procedures

5.1 Legislation

Housing Assistance Act 1996 (COM)
Housing Act 1983 (VIC)
Residential Tenancies Act. 1997 (VIC)
Residential Tenancies Amendment Regulations 2021 (Vic)
Planning and Environment Act 1987 (Vic)
Charter of Human Rights and Responsibilities Act 2006 (VIC)
National Disability Insurance Scheme

5.2 Codes, frameworks and agreements

The National Affordable Housing Agreement
OOH, Homelessness Assistance Program Guidelines and Conditions Funding 2006-2009 (VIC)

Codes, frameworks and agreements (cont.)

Consumer Charter for Community Managed Housing and Homelessness Services
Victorian Community Housing Regulatory Framework
National Community Housing Standards
Department of Human Services Standards
NDIS Practice Standards and Quality Indicators
NDIS Code of Conduct

5.3 BCVL related policies and processes

Housing and Homelessness Policies and Procedures
Customer Feedback and Appeals Policy and Procedures
Privacy Policies and Procedures
Complaints Indicative Timeframes Document
External Avenues of Appeal document

6. Monitoring and review

This document should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed two years. The date for review of this document is on or before April 2025. Training will be provided to each staff member and the Board as a component of their induction.

Review history

Date and version	Reason for review	Review frequency	Owner	Approver
Version 1.0, April 2023	New	Every two years	Company Secretary	Chief Executive Officer

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