

# Making a service complaint or appealing a decision

This information sheet explains how to make a complaint about the service you have received from us or appeal a decision made by Foundation Housing.

## What can I do if I am unhappy with the service I have received?

We encourage you to let us know about it. We care about your satisfaction as our customer and your complaint also gives us an opportunity to learn how we can do better. If you feel you can, please start by raising the issue directly with your housing or lodging coordinator. If the issue can't be resolved this way, we have a formal complaint and appeal process to assist you.

## Who can make a complaint or appeal?

Anyone who receives a service from us, including tenants and lodging residents of Foundation Housing, applicants for housing and all those receiving a management or support service.

## When should I use the complaints process?

If you are unhappy with the service we have provided you, or if you wish to appeal a decision we have made about your tenancy with us.

You should start the process as soon as possible by speaking directly to your housing or lodging coordinator.

If you are unsure who your coordinator is or do not have their direct phone number, please call the head office on 9422 0700 for assistance.

## If you remain unhappy after speaking to a staff member, you can make a complaint or lodge an appeal by:

- completing a complaint form and mailing it to us at Foundation Housing, PO Box 214, Leederville 6902
- emailing your complaint or appeal to [complaints@foundationhousing.org.au](mailto:complaints@foundationhousing.org.au)
- lodging the complaint or appeal via our website.

## I need help making a complaint or an appeal.

If you cannot make the complaint or appeal yourself, or would like support, please ask a friend, carer or other advocate to help you. Our complaints procedure is also open to those acting on your behalf, for example a Tenant Advocate, MP or the Citizens Advice Bureau.

## Summary of our complaints process

### Stage 1: Coordinator

The Coordinator will speak with you to see if the matter can be resolved. If you remain unhappy, you can ask for your complaint or appeal to be taken further or put your complaint or appeal in writing by completing a Feedback Form.

### Stage 2: Team Leader

Your complaint or appeal will be logged by the Complaints Administrator and forwarded to the relevant Team Leader to investigate. The Team Leader will respond to you within 10 working days and follow up on any agreed actions.

### Stage 3: Senior Manager

If you are not satisfied with the Team Leader's response the Complaints Administrator will progress the complaint or appeal to the relevant senior manager for review. You will be advised of the outcome of the review within 10 working days of the Senior Manager receiving the complaint.

## Taking your complaint or appeal further

If you still wish to pursue the complaint you can contact the Department of Commerce, the Equal Opportunities Commission or one of the tenant advocacy services listed over the page.



# Tenant Information Sheet

## Making a report

If you are a tenant and you would like to inform us of an issue or incident at another Foundation Housing property, such as anti social behavior, poor property standards or a maintenance issue, please speak with your Housing Coordinator or contact the Perth office on 9422 0700.

If you are a lodging resident and you would like to inform us of an incident at the lodge or report anti social behavior, please speak with your Lodging Coordinator or contact the city office on 9422 0700.

If you are a member of the public and would like to inform us of an issue or incident at a Foundation Housing property, please contact the city office on 9422 0700 or email [admin@foundationhousing.org.au](mailto:admin@foundationhousing.org.au).

Alternatively, you can complete a Complaints Form and send it to our city office. The relevant Housing or Lodging Co-ordinator will contact you to discuss the matter within two working days of the office receiving the report.

## Tenancy advice & assistance

### Tenant Advice Service

Tenancy WA (telephone service)  
Phone: (08) 9221 0088

### Tenant Advocates

Tenant advocates provide tenancy support and advocacy to tenants throughout WA. They are available to tenants who require additional assistance, when telephone advice is not enough. They may be able to help with such things as supporting you through the complaint process, writing letters and going to court.

### Metropolitan Services

**Fremantle Community Legal Centre**  
Phone: (08) 9432 9790  
Email: [fclc@fremantle.wa.gov.au](mailto:fclc@fremantle.wa.gov.au)

**Gosnells Community Legal Centre**  
Phone: (08) 9398 1455  
Website: [www.gosnellsclc.com.au](http://www.gosnellsclc.com.au)

**MIDLAS**  
Phone: (08) 9250 2123 (Midland)  
Website: [www.midlas.org.au](http://www.midlas.org.au)

**Northern Suburbs Community Legal Centre**  
Phone: (08) 9440 1663 (Mirrabooka)  
Phone: (08) 9301 4413 (Joondalup)  
Website: [www.nscslc.org.au](http://www.nscslc.org.au)

**SCALES Community Legal Centre**  
Phone: (08) 9550 0400 (Rockingham)  
Website: [www.law.murdoch.edu.au/scales](http://www.law.murdoch.edu.au/scales)

**Sussex Street Community Law Service**  
Phone: (08) 6253 9500 (East Victoria Park)  
Website: [www.sscls.asn.au](http://www.sscls.asn.au)

**Welfare Rights & Advocacy Service**  
Phone: (08) 9328 1751 (Perth)  
Website: [www.wraswa.org.au](http://www.wraswa.org.au)

### Regional Services

**Peel Community Legal Services**  
Phone: (08) 9581 4511 (Mandurah)  
Website: [www.peelcls.com.au](http://www.peelcls.com.au)

**Pilbara Community Legal Services**  
Phone: (08) 9185 5899 (Karratha)  
Phone: (08) 9140 1613 (South Hedland)  
Website: [www.pcls.net.au](http://www.pcls.net.au)

[foundationhousing.org.au](http://foundationhousing.org.au)  
E: [admin@foundationhousing.org.au](mailto:admin@foundationhousing.org.au)

**Perth**  
297 Vincent St  
Leederville WA 6007  
T: (08) 9422 0700  
F: (08) 6311 7314

**Midland**  
Unit 6/17-19  
Foundry Rd  
Midland WA 6056  
T: (08) 6274 3900  
F: (08) 6311 7314

**Joondalup**  
6/129 Grand Bvd  
Joondalup, WA  
T: (08) 9400 5000  
F: (08) 6311 7314

**Broome**  
34 Frederick St  
(PO Box 3354)  
Broome, WA 6725  
T: (08) 9193 7641  
F: (08) 9336 2962

**South Hedland**  
3B/3 Hunt St  
South Hedland  
WA 6722  
T: (08) 9172 9700  
F: (08) 6311 7314