

## Complaints Policy – 9.4

Queenstown Lakes Community Housing Trust

August 2012

Updated November 2016

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### BACKGROUND

This policy has been written as part of ensuring consistent delivery of high service standards by QLCHT to everyone it interacts with; regardless of whether the person is currently in a housing programme with QLCHT, on the waiting list, or recently registered online and awaiting a telephone assessment. Should anyone express dissatisfaction with QLCHT's service, this policy provides a fair process for resolving all issues in a clear and timely manner.

### LODGING A COMPLAINT

#### 1. General Complaint

If you feel dissatisfied with any part of the service or information you have received from QLCHT, please in the first instance make contact with QLCHT's Housing Services Manager (HSM) on (03) 450 1745 or [admin@qlcht.org.nz](mailto:admin@qlcht.org.nz). The HSM will endeavour to resolve your complaint quickly and keep you informed of progress, through to an agreed resolution.

#### 2. Complaint about your neighbour

If you feel that your neighbour is adversely affecting your enjoyment of your property through their behaviour, please talk to them directly in the first instance to see if it can be resolved. If your neighbour is also an occupant of a QLCHT property and you are unable to resolve this directly with them, please complete the Complaint Form and email it to [admin@qlcht.org.nz](mailto:admin@qlcht.org.nz). Your complaint will be kept confidential, unless you give permission otherwise. The HSM will endeavour to find a resolution quickly and in such a way that supports good neighbourly relations.

#### 3. Dissatisfied with the property

If you feel dissatisfied with the QLCHT property you are residing in due to it not being what you had agreed, or that there are serious, ongoing maintenance issues that affect your enjoyment of the property, please complete the Complaint Form and email it to [admin@qlcht.org.nz](mailto:admin@qlcht.org.nz).

#### 4. Treated disrespectfully by QLCHT

Regardless of whom you are, your situation and your lifestyle choices, we expect everybody to be treated respectfully by the staff at QLCHT. If you feel you have been treated disrespectfully please complete the Complaint Form and email it to [admin@qlcht.org.nz](mailto:admin@qlcht.org.nz).

#### 5. Complaint about QLCHT agent

If you have any complaints about the service or workmanship of any third party QLCHT engaged to carry out work at your property, please complete the Complaint Form and email it to [admin@qlcht.org.nz](mailto:admin@qlcht.org.nz). We expect all QLCHT contractors to treat households courteously and respectfully, and that their workmanship is of a high standard. The HSM will make contact with you on receipt of your email to get further information and decide with you how best to proceed. Should the complaint be of a serious nature (e.g. breach of agreement for New Zealand Law), the complaint will be escalated and immediately investigated, with outcomes communicated.

#### **6. Breach of QLCHT Policies**

If you feel we have breached any of the documented Policies, please complete the Complaint Form and email it to [admin@qlcht.org.nz](mailto:admin@qlcht.org.nz). This is regarded as serious and the complaint will be escalated and immediately investigated, with outcomes communicated.

#### **7. Breach of QLCHT's Agreement with you**

If you feel we have breached any part of our Agreement with you, please complete the Complaint Form and email it to [admin@qlcht.org.nz](mailto:admin@qlcht.org.nz). This is regarded as serious and the complaint will be escalated and immediately investigated, with outcomes communicated.

#### **8. Complaint about QLCHT staff**

If your complaint is about QLCHT's general staff members, please complete the Complaint Form and email it to [julie@qlcht.org.nz](mailto:julie@qlcht.org.nz).

#### **9. Complaint about Chief Executive**

If your complaint is about QLCHT's Chief Executive, please complete the Complaint Form and email it to Richard Thomas [richard@redwulff.co.nz](mailto:richard@redwulff.co.nz).

#### **10. New Zealand Law Broken**

If you think QLCHT may have broken any New Zealand law we are bound by, please complete the Complaint Form and email it to [admin@qlcht.org.nz](mailto:admin@qlcht.org.nz). This is regarded as serious and the complaint will be escalated and immediately investigated, with outcomes communicated

### **TIMEFRAMES AND NEXT STEPS**

All complaints lodged in writing (email or post) will receive an email acknowledging receipt within 3 business days, along with a brief outline of the next step. QLCHT's goal is to have all complaints resolved within 15 business days. Throughout the investigation and resolution process, QLCHT will remain in regular contact with you to provide updates. At minimum, QLCHT will email every 5 business days to let you know what's happening.

### **ESCALATION**

Where it becomes apparent that a complaint cannot be resolved within our desired timeframes, or that they become complex or serious in nature, your complaint will be recorded on our Complaint Form (if not already done) and QLCHT's Chief Executive (CE) also advised. If the CE deems that there is a potential breach of any of our documented policies, breach of our Agreement with you, or breach of New Zealand Law, your complaint will be communicated to QLCHT's Board of Trustees and if necessary, legal advice sought.

Alternatively, if you feel your complaint has not been dealt with in the manner laid out in this Complaints Policy, or if you feel it has not been given the appropriate priority or that the resolution is unsatisfactory, you can escalate your complaint to the CE, by completing the Complaint Form and emailing it to [Julie@qlcht.org.nz](mailto:Julie@qlcht.org.nz).

### **REGISTER OF COMPLAINTS**

Once a complaint is documented on our Complaints Form, a copy will be held in our Complaints Register, along with a brief description of the resolution, including resolution date. The complaints register will be reported on to the Board of Trustees monthly.

