



**Good
Housing**

Good Housing Procedure Document

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1. Organisational Statement and Purpose

This procedure outlines the process for recording, managing, and resolving complaints at Good Housing, ensuring compliance with NDIS Quality and Safeguards Commission requirements and organisational standards. It aims to promote transparency, accountability, and continuous improvement, ensure complaints are managed in a timely, fair, and consistent manner and support stakeholder trust and enhance service quality through systematic review and feedback.

2. Scope

This procedure applies to:

- All Good Housing employees, contractors, and volunteers.
- All complaints received from participants, families, carers, advocates, external stakeholders, or members of the public.
- All service areas, including Specialist Disability Accommodation, tenancy, property management, and organisational operations.

3. Responsibilities

- **All Staff:** Must forward any complaint received (verbal or written) to the [Responsible Manager] within one business day.
- **Responsible Manager:** Assigns a case manager, determines priority level, and ensures investigation and resolution.
- **Case Manager:** Manages the complaint process, updates the register, and communicates with the complainant.
- **Quality & Compliance Team:** Monitors the register for trends, ensures timely closure, and conducts periodic reviews for systemic improvements.

4. Definitions

- **Complaint:** Any expression of dissatisfaction, whether oral or written, made by a participant, their representative, or another stakeholder, regarding services provided, staff conduct, or organisational practices.
- **Complainant:** The person making the complaint.
- **Participant:** The person receiving Good Housing services who is the subject of the complaint (if applicable).
- **Complaints Register:** The centralised record used to log, track, monitor, and report on all complaints received by Good Housing.

5. Procedure Steps

5.1 Receiving a Complaint

Complaints may be received via phone, email, letter, in-person, or via the Good Housing Tenant Portal.

A complaints acknowledgement receipt must be issued within two business days.

5.2 Recording a Complaint

Staff are expected to:

- Gather and document the complainant's contact details, participant name (if applicable), date received, and a brief summary of the issue.
- Log the complaint in the Good Housing Complaints Register, assigning a Complaint ID/Number and completing all mandatory fields, including the nature of the complaint, property location, and priority level.
- Assign responsibility to an appropriate person or manager to investigate.
- Determine and record the priority level (low, medium, high, or critical).

5.3 Managing the Complaint

Investigation	Collect all relevant evidence, such as witness statements, supporting documents, and inspection reports. Consult with relevant stakeholders as needed to clarify facts or provide input.
Status Updates	Keep the Complaints Register up to date with the current status (e.g., Under Investigation, Awaiting Feedback, Resolved).
Actions Taken	Record all corrective and/or preventative actions implemented to address the complaint and prevent recurrence.

5.4 Resolution

Communicate Outcome	Inform the complainant of the resolution in writing or via their preferred communication method.
Record in Register	Enter resolution date, root cause analysis, and feedback/satisfaction outcome.
Follow-Up	Where required, schedule a follow-up check to ensure the issue has not recurred.

6. Related / External Documents

- Good Housing Complaints Policy
- Good Housing Incident Management Policy
- NDIS Quality and Safeguards Commission – Complaints Management and Resolution Rules
- Good Housing Continuous Improvement Register

Recordkeeping (NDIS Requirements)

In accordance with the NDIS (Complaints Management and Resolution) Rules 2018, all complaints and related actions must be documented in the Complaints Register and stored securely.

Additionally,

- Records must be kept for a minimum of seven (7) years from the date of the last action on the complaint.
- The Complaints Register must capture all mandatory details, including the complaint, actions taken, resolution, and any systemic improvements identified.
- Access to complaint records must be restricted to authorised personnel to maintain confidentiality and protect privacy. – All complaint management practices must align with the NDIS Code of Conduct, ensuring fairness, procedural transparency, and the right for the complainant to escalate their matter to the NDIS Quality and Safeguards Commission.

7. Review & Continuous Improvement

The TEMs and Quality Team will conduct quarterly reviews to identify any systemic issues or emerging trends in complaints data. Where applicable, complaint statistics and key themes will be summarised and included in executive management and SIL reports. Based on these findings, procedural or policy changes will be recommended to address recurring issues or identified gaps, ensuring ongoing improvement in service quality and compliance.

8. Support and/or Contacts

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