

# Easy Read Complaints, Appeals & Compliments



Access 2 Place wrote this information. When you see the words '**we**' or '**us**' or '**A2P**' it means Access 2 Place.



We have written this document in an easy to read way. It has key details from our **Complaints, Appeals & Compliments** policy.



You can read this document with your family or a support person. We use pictures to help explain ideas.

## What is a Complaint?



If you are not happy with something at your home, you may want to tell someone. This is sometimes called a **Complaint**.



Anyone can make a complaint about a problem – tenants, families, neighbours.



It is okay to make a complaint; it can help us fix or improve things.



If you wish to make a complaint, please contact us as soon as possible to get started.

## What are some Complaints A2P can help with?



Something A2P should have done but has not done – like fixing a leaking tap.



Something another A2P tenant is doing which tenants are not allowed to do.



Something an A2P staff member should not have done – like being rude to you.

## Formal or Informal?



If you make a complaint you can ask for it to be  
**Formal or Informal.**



A **Formal** complaint is one that someone wants  
us to do something about.



An **Informal** complaint is when someone wants  
us to know something but not do anything.



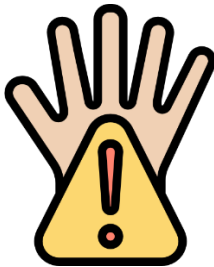
Sometimes talking about a problem will be  
enough to find a solution.



If your complaint is informal we may still keep notes about it.



We will still think about safety.

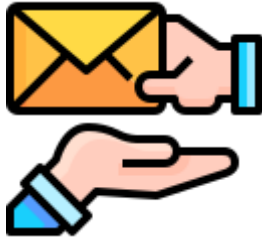


If something is dangerous the complaint may have to be formal.



This could happen if someone is breaking the law or hurting another person.

## What happens next?



When we receive a Formal Complaint an A2P staff member is asked to work on it, most likely your Housing Officer or their manager.



If your Complaint is about an A2P staff member then that person's manager will deal with the Complaint.



We may ask you for more information to help us deal with the Complaint.

## Working on a Complaint



To help us fix the problem, we may ask you to keep a record of when things are happening. Someone may help you do this.



We may need to talk to other people, if so, we will not tell them your name.



A person who has a Complaint made against them will be asked for their side of the story.



If the Complaint is about another A2P Tenant, we may need to remind them about things that are not allowed.



You may have a complaint about A2P and another organisation – like your supports or another service.



If this happens, we will work with the other organisation to fix the problem.



## Keeping you informed



Any Complaint will be **acknowledged**. This means we will tell you that we have received it and are working on it.



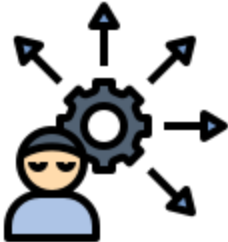
We will also tell you how long it may take to work on the Complaint. If you do not hear from us, please get in touch.



If we need to check information with you we will get in touch.



When we have finished working on the complaint we will tell you.



If we can tell you the outcome, or what happens next, we will.



Sometimes we cannot share much information because it is private about someone else.

## Resolving Complaints



When a Complaint has been dealt with and is finished, we say it is **Resolved**.



There are different ways to resolve Complaints, this can depend on the problem or who is involved.



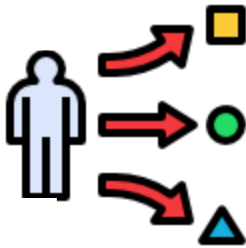
Some examples for resolving a complaint are:

- Politely asking the person to stop what they are doing.
- Reminding a tenant they are not allowed to do certain things at home.

## What if A2P cannot help with the Complaint?



Some things we cannot do anything about –  
like a neighbour who is not an A2P tenant.



Then, we will give you information about  
other options – like contacting local council,  
the NDIS, or someone else.



Maybe the Complaint is about something  
which is allowed, but it bothers someone.



Then, we will try to help another way – maybe you can talk with your neighbour about it.



Sometimes people do not know what they are doing bothers their neighbours.



If we cannot resolve the problem together we may need special help from a **Mediator**.



A Mediator is specially trained to help people work through problems and find resolutions everyone can live with.



If a Mediator is needed we can help you find one.

## What is an Appeal?



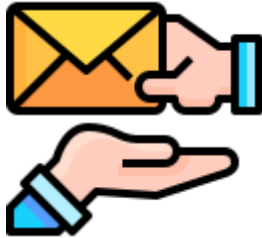
If you are not happy with a decision we made you can ask us to change our decision. This is called an **Appeal**.



If you Appeal a decision, we will need some information from you, like:

- why are you unhappy with our decision?
- what was wrong with our decision?
- what extra information may help us to change our decision?

## What happens next?



When we receive an Appeal an A2P staff member is asked to work on it, we call them the **Reviewer**. This will be a person who did not make the original decision.



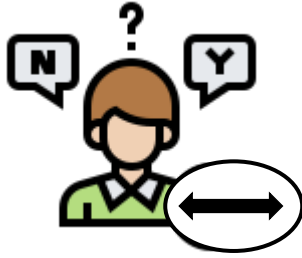
The Reviewer will look at the Appeal and the original decision. They may talk with people or ask for more information.



The Reviewer will think about things like:

- were A2P policies and procedures followed?
- why was the original decision made?
- is there good reason to change the decision?





Once the Reviewer has thought about this, they will decide whether to keep the original decision or grant the Appeal.

## How do I make a Complaint or Appeal?

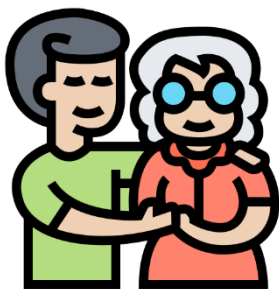
You can do this by:



- phone – 08 8274 6300
- email – [info@access2place.com.au](mailto:info@access2place.com.au)
- web – <https://access2place.com.au/>

Contact tab; Feedback form

- visit or write – 20 Greenhill Road,  
Wayville SA 5034



Someone can help you with your Complaint or Appeal if you say they can – this could be a friend or family member or someone else you trust.



If you want to make a Complaint without telling us your name you can – make sure you give us enough information to work on it.



You can withdraw your Complaint or Appeal any time, please tell us if you want to.

## What is a Compliment?



If you are very happy with what someone at A2P has done, you may want to tell someone. This is called a **Compliment**.



Compliments help us to know that we are on the right track.



Compliments also help our team members to know about the work we have done.

# How to make a Complaint, Appeal or Compliment



You can make your Complaint, Appeal or Compliment on our website or by contacting us directly. Our contact details are on the last page.

## Other options to make a Complaint

If A2P is not the best option for your complaint, try one of these.



South Australian Civil and Administrative Tribunal (SACAT) – SACAT can deal with housing disputes.

- Web <https://www.sacat.sa.gov.au/case-type/housing-and-rentals>
- Phone 1800 723 767



National Regulatory System for Community Housing (NRSCH) – NRSCH can deal with complaints about A2P’s service.

- Web <https://www.nrsch.gov.au/tenants/making-a-complaint.html>
- Phone (08) 7424 7206 – SA Housing Authority



National Disability Insurance Scheme (NDIS)  
– NDIS can help if something goes wrong with an NDIS service or service provider.

- Web <https://www.ndis.gov.au/contact/feedback-and-complaints>
- Phone 1800 035 544



Health and Community Services Complaints

Commissioner (HCSCC) – HCSCC can

deal with complaints about health or

community services in South Australia.

- Web <https://www.hcsc.sa.gov.au/>
- Phone (08) 8226 8666



Rent Right SA – can help with tenancy

issues in South Australia.

- Web <https://www.syc.net.au/home/rentrightsa/>
- Phone 1800 060 462

## Questions?



If you have any questions or would like more information, please contact us:

- phone – 08 8274 6300
- email – [info@access2place.com.au](mailto:info@access2place.com.au)
- web – <https://access2place.com.au/>
- visit or write – 20 Greenhill Road,  
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