



# Fact Sheet

## Making a complaint or appealing a decision

*This Fact Sheet explains how to make a complaint about the service you have received or appeal a decision made by MRAC.*

The corporation cares about the satisfaction of anyone who receives a service from us. Positive feedback tells us what we do well and what we should continue to do, and complaints provide us with an opportunity to improve our service delivery.

MRAC encourages all service users to contact us if they are unhappy with a MRAC service.

Complaints against tenants by any other party are managed separately under the Tenancy Management Policy.

### **How do I lodge a complaint?**

You can contact your Housing Officer directly or get someone to contact them on your behalf.

If the issue cannot be resolved, complete a Feedback Form and lodge your complaint by:

Email to [office@mrac.net.au](mailto:office@mrac.net.au); **or**

Online at [www.mrac.net.au](http://www.mrac.net.au); **or**

Post to MRAC, P O Box 2072 Geraldton 6530.

### **What happens next?**

A senior officer will review your complaint and may call you to discuss the issue. Once all the information is received, you will be provided with a formal written response within 10 business days.

If you still wish to pursue the complaint you can contact Consumer Protection on 9920 9800 or the Equal Opportunities Commission.

Tenants can also contact the Tenant Advocacy Service at Regional Alliance West – Geraldton on 9938 0600 or Carnarvon on 0491 206 480.

### **What is the difference between a complaint and an appeal?**

A complaint is about service delivery; an appeal is asking for a review of a MRAC operational decision.

Not every decision can be appealed as there are other ways to resolve tenancy related matters; for instance, Consumer Protection.

Decisions that can be appealed include:

- Housing applications assessed as ineligible;
- MRAC rejecting an applicant/s location and housing size choice;
- Tenant/s transfer application declined or assessed as ineligible;
- MRAC rejecting maintenance or upgrade applications for works that fall outside landlord's obligations under the RTA;
- The order you believe you have been offered housing and/or allocation to a specific property.

Where MRAC declines a housing or transfer application, the applicant is informed in writing and provided with information on the appeals process.

If you wish to appeal any other decision, please contact the MRAC office on 9923 0055 for an appeals form.

When an appeal is lodged, MRAC sends an acknowledgment letter and a report is prepared for the Appeals Committee.

The Appeals Committee will review the case and will either agree with the person appealing; meaning MRAC's decision is overturned; uphold MRAC's decision or request further information.

A letter will be sent within 10 business days of the Appeals Committee meeting advising of the outcome.

