



Complaint Handling Fact Sheet Information for Tenants



This fact sheet explains how to lodge a complaint if YHC appear not to be complying with the National Regulatory Code.

The National Regulatory System for Community Housing (NRSCH) is designed to regulate providers of community housing. There is no obligation for housing providers to be registered under the national system – YHC has been registered with the NRSCH since 2016.

Tenants may have confidence that Your Home Canberra is meeting nationally consistent performance standards for service delivery. To do this YHC must meet seven performance outcomes to comply with registration standards.

The NRSCH Registrars do not look at complaints about individual tenancy matters; they will only investigate complaints where there is a risk that the provider is not complying with the National Regulatory Code.

If your issue is about tenancy matters please refer to the Tenant Manual, YHC 06 Tenant Complaint Procedures and the Easy Read Complaint Flowchart. The YHC Housing Manager will help you to lodge a complaint if you require assistance.

You can make enquiries or lodge complaints in relation to a registered provider's compliance with the Code via the NRSCH website at: www.nrsch.gov.au

Additional information on the NRSCH can be found at: <http://www.nrsch.gov.au/>

For additional information refer to the following fact sheets:

- Complaint handling - Information for Community Housing Providers.
- Complaint handling – Information for neighbours and related parties.

To contact your local Housing Registrar's office:

- use the on-line form located at http://www.nrsch.gov.au/complaint_form

Other contacts for assistance:

Human Services Registrar

Ph: 02 6207 5474

Email: quality@act.gov.au Web: <http://www.communityservices.act.gov.au/home/quality-complaints-and-regulation>

Human Rights Commission (ACT)

Ph: 02 6205 2222 Email: human.rights@act.gov.au Web: <http://www.hrc.act.gov.au>

ACT Ombudsman Complaints hotline:

1300 362 072 Email: ombudsman@ombudsman.gov.au

Web: <http://ombudsman.act.gov.au/>