



BUNJUM ABORIGINAL CORPORATION & SUBSIDIARIES
ABN 99 527 548 145

COMPLAINTS & APPEALS POLICY

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- Bunjum is committed to having a Complaints & Appeals Policy that enables its staff to respond to complaints in a courteous manner, in good faith, whilst having a transparent process for following up the issues raised and replying to the complainant ensuring and respecting their privacy
- Bunjum Corporation views the Complaints and Appeals process as an opportunity to gain feedback from applicants and tenants and a pathway for reviewing and improving our policies and procedures where necessary
- Our Complaints Policy refers to all Funded Programs under Bunjum Corporation and/or its Subsidiaries

1. Vision Statement

Vision of Bunjum Aboriginal Corporation Ltd is to proactively aspire to rise above the inequalities, by maintaining our cultural identity and values through the provision of

holistic, integrated services and programs, which enables and empowers local Aboriginal Community Members.

2. Board Commitment

Bunjum Aboriginal Corporation Limited (Bunjum) & Ballina Aboriginal Early Childhood & Family Service Limited (subsidiary of Bunjum) is committed to having a structured fair and transparent format for dealing with complaints in a courteous manner, responding and dealing with the various parties and resolving the complaint as quickly as possible.

3. Date of Policy and approval Version

This Policy was amended October 2025 Version 6.

4. Legal and Regulatory Reference

Bunjum follows any Corporations law that apply under the Corporations (Aboriginal and Torres Strait Islander) Act 2006 No. 124, 2006 Compilation No. 26 -14 October 2024 and the Corporations Act 2001 No. 50, 2001 Compilation No. 1439 July 2025 for the separate companies operated within the Group

5. Definitions

Bunjum	Bunjum Corporation & its subsidiaries, Bunjum Social Housing Pty Ltd; Bunjum Aboriginal Early Childhood & Family Services Pty Ltd.
Bunjum Board	Board of Directors Bunjum Aboriginal Corporation
Employees	All employees casual, part-time & full-time
CATSI	Corporations (Aboriginal & Torres Strait Islander) Act 2006 (No,124, 2006)
ASIC	Australian Securities & Investments Commission Act 2001
SAFEWORK	Work Health & Safety Act 2011 No.10 15/8/2025
Tenancy	Residential Tenancies Act 2010 No,42 Version 15/8/25
Charity Regulator	Charities Act 2013 (No. 100, 201) Regulatory Commission (ACNC) National Regulator established 2012

5. Purpose of Policy

This Policy enables Bunjum to ensure professional service delivery of the highest quality. It sets out and defines the formal process for Complaints and Appeals as follows:

- Provides guidance for employees who may be required to receive and or address Complaints & Appeals received
- Ensures Complaints & Appeals are handled in a fair, courteous and respectful manner including privacy of all parties
- Ensures that reasons set documents regarding formal responses to the Complaint or Appeal.
- Ensures that all employees of Bunjum are aware of their responsibilities and how they assist with the complaint handling process.
- Gives an avenue for Bunjum Management to gain feedback from applicants and tenants and offers us the opportunity for reviewing and improving our policies and procedures where necessary.

6. Connecting Policies

The following Policies link in with this Policy.

Child and Family Centre Policy
Confidentiality & Code of Conduct
Corporate Governance
Human Resource Policies
Related Parties Policy
Risk Management Policy
Whistle Blower Policy
Workplace Health & Safety & Psychosocial Hazards & Well-being

7. Complaints and/or Appeals Procedures

All Complaints & Appeals must be in written form. However, a Complainant may make a request for a staff member to assist them to formalise their complaint if required.

Upon receipt of the formal Complaint or Appeal, the following will occur:

- The Complaint will be registered under Bunjum's Complaints & Appeals Register. The Complaint & Appeals Register is submitted at scheduled Board of Directors' Meetings.
- Acknowledgement of the Complaint or Appeal will be undertaken within 14 working days with advice to the Complainant as to the process of the investigation of the Complaint.

- Internally the Complaint or Appeal will be referred to the relevant staff member responsible for overseeing the issue, who will then prepare an Incident Report.
- The Incident Report will subsequently be referred to either the Director of Ballina Child & Family Centre, the General Manager or Bunjum's external Social Housing Agency for further investigation.
- **Not sure about this or the Bunjum Board dependant on the gravity of the complaint for further investigation.**
- A resolution of the Complaint will be undertaken by Bunjum Management based on the relevant Policies and Procedures and notification will be forwarded in writing to the Complainant in a timely manner. An Appeal's process will be included in this notification.

8. Complaints regarding Community Housing

Should be made to Bunjum's Community Housing Manager Lisa: contact details and include the following:

- waiting list,
- being allocated a property which the applicant does not want to accept,
- rental amounts,
- being refused housing,
- issues relating to repairs and maintenance,
- issues regarding other tenants,
- issues governed by the Residential Tenancies Act 2010,

Tenancy Information

- All Tenants and Applicants will be advised of the process either at the time of applying for housing or when they sign the tenancy agreement.
- Any Complaint or Appeal by an applicant or tenant will be dealt with fairly, promptly, in confidence and without retribution as per this Policy.
- All Complaints and Appeals can be in writing, verbal or anonymous and should be directed to the Bunjum Community Housing Manager (contact details) in line with this Policy. Requests can also be made to the General Manager at Bunjum.
- Under no circumstances, are applicants or tenants to directly approach any Bunjum staff person or Director regarding any complaint to do with Bunjum Housing.

- The Property Manager is to notify the Bunjum General Manager of any Complaint, and provide Bunjum with copies of any written complaints which will be filed in a Complaints Register.
- If the complaint is deemed to be of a readily resolvable nature, the General Manager is able to make any procedural decision required or take any appropriate action deemed necessary to handle the complaint.
- If the complaint is deemed to be of a more complex nature, the Board is to be advised will be referred to the next Board of Directors meeting.
- The complaint will be handled in a fair and reasonable manner, and proper processes will be followed.
- The appellant or complainant will also be informed of the external bodies within the state such as the Aboriginal Housing Office, Tenants Advice and Advocacy Service and Residential Tribunal to whom complaints can be taken up further if required.
- All information pertaining to the complaint and appeal will be maintained on file.
- For unresolved complaints relating to tenancy management including eviction, rent management, repairs and maintenance, asset management and all other issues governed by the Residential Tenancies Act 2010, tenants can seek a hearing through the Residential Tenancies Tribunal.
- All complaints are to be confirmed in writing once they are resolved or the decision made

9. Appeals Process

If a member of the community does not agree with a decision about the process or procedure that has been undertaken by Bunjum, they have the right to ask for a review of that decision.

The Appeal must be in writing addressed to the Board of Bunjum and provided to the General Manager who will ensure that this is passed on within 14 days of the Complaint Resolution Process. This appeal may be about the housing allocation, or some other aspect of the normal determination that Bunjum operates with its programs and activities.

The appeal process is as follows:

- Appeal Review Notice to be lodged in writing.
- Appeal Review referred to the Bunjum Board
- Appeal Review finalised in line with Bunjum policy and procedures.
- The Appeal decision advised in writing within 7 days after Final Board Review Decision.
- All appeals to be recorded on the Complaints & Appeals Register.

10. Monitoring & Oversight of Complaints &/or Appeals

All Complaints & Appeals are monitored by access to the Complaints & Appeals Register (Addendum 1 (a) Copy of Register). The purpose of the Complaint Register is to ensure that accurate analysis of the complaint has been undertaken and can be used by Management and the Board to inform decision-making in the future. Bunjum Management and Board utilise the Register as a tool for to review continuous service improvement. The process is as follows:

- Every complaint is given a unique Reference Number for tracking.
- Each record is listed under name and contact details with reference number, date and nature of complaint and relevant staff member identification.
- Action taken is recorded on the Register and date applicant is notified of the outcome.
- This Register records details of the Complaint and the process undertaken for investigation.
- Resolution of minor matters are submitted to the Board for review at scheduled meetings via the Complaints Register.
- Any more major complaints which may need Board discussion are identified and are documented in the Board Minutes.

Training

Item	When due for training
What is a Complaints & Appeal Policy Bunjum's obligation under complaints policy, housing policy and child and family centre Responsibilities in dealing with a complaint The Appeals Process Recording of a Complaint	Annually for all items listed

Addendum 1 (a) – Complaints & Appeals Policy

BUNJUM CORPORATION COMPLAINT & APPEALS REGISTER

Please attached extra documentation if required – Unique Reference Number to follow and only change year as required

Ref No.	Date received & Response	Name of Complainant & Address	Nature of Complaint	Investigation	Resolution	Follow-up Further Action?	Complainant Notification Yes/No
10/25	03/04/25	Fred James Ballina	Regarding waitlist Person wanted to know Why he had not received an offer of accommodation given that he put his name on the waitlist over 3 years ago	Incident Report completed by Better Blogg Supervisor Wait list checked – person was 10 on the waitlist There have been no vacancies for properties in the last 3 years so Mr James name has not moved up the waitlist Information Submitted to General Manager	Unable to offer accommodation due to lack of extra housing Letter to be sent to Mr James	No follow-up required	YES
11/25							