



Metro Housing Disputes Policy

A complaint or dispute exists when a person who is directly affected (or their advocate), is aggrieved (meaning upset or distressed) by the behaviour of an individual staff member or by other persons working for the co-operative.

Category 1 – Minor Complaints

In the first instance, minor complaints should be brought to the attention of the staff member concerned. This can be done verbally or in writing.

Category 2 - Formal complaints

Where informal resolution has failed, or where the matter is more serious (e.g. allegations of breaches of the Codes of Ethics or Codes of Conduct) the complaint needs to be made in writing.

Category 3 – Complaints alleging illegality

Where a complaint alleges illegality, the matter will be referred to an appropriate investigative body such as Police. Complaints of this kind must be in writing.

Disputes Sub-committee:

The Disputes sub-committee will be convened for all Category 2 complaints. The sub-committee will comprise two Board members and one independent person. No member of the Disputes sub-committee will have been the subject of the complaint, or involved in the decision making that is the subject of the complaint or appeal.

If the complainant is not satisfied with the decision or recommendation of the Disputes Sub-committee, they will be given information about the Housing Appeals Committee - an external and independent complaints body.

Note: More detailed information about complaints/disputes can be found in *Section 4* of the *Metro Community Housing Policy and Procedure Manual*