

Unacceptable Behaviour Statement

Our Commitment:

The Office of the Registrar for Community Housing is committed to being accessible and responsive to all complainants who approach our office for assistance with a complaint. At the same time the success of our office depends on our ability to do our work and perform our functions in the most effective and efficient ways possible. The health, safety and well-being of our staff and our ability to allocate our resources fairly across all the complaints we receive is essential to our success in dealing with your complaint. Therefore, the Registrar has a zero tolerance policy for unacceptable behaviour.

What is Unacceptable Behaviour:

Unacceptable behaviour is conduct that is unreasonable in all circumstances – regardless of how stressed, angry or frustrated a complainant is. It unreasonably compromises the health, safety and well-being of our staff, other service users and you as the complainant.

Some examples of unacceptable behaviours include:

- Acts of aggression
- Verbal abuse either written or over the phone
- Derogatory, racist, or grossly defamatory remarks
- Rude, confronting and threatening correspondence
- Emotional manipulation

What we expect from you:

- Clearly identify your expectations
- Provide all relevant information regarding the complaint
- To not display any unreasonable behaviour as mentioned above
- Treat the Registrar's staff with courtesy and respect
- Not hold staff individually responsible if you are unhappy with the outcome of your complaint

What you can expect from us:

- To act professionally, efficiently and impartially
- Treat you with courtesy and respect
- Provide information and updates regarding the progress of a complaint
- Provide clear reasons for decisions made

How we respond to unacceptable behaviour:

In line with our Guidelines for Managing Unreasonable Complainant Conduct, when complainants behave unreasonably in their dealings with us their conduct can significantly affect our success in dealing with their complaint. As a result, the Registrar will take proactive and decisive action to manage any complainant conduct that has a negative impact on staff dealing with complaints. This may result in your interaction with us being restricted or in extreme cases, being terminated.



Right of Review

If the Registrar makes a decision to change or restrict the ways that you interact with us, you will be entitled to have your case reviewed. This review will be undertaken by a senior staff member who was not involved in the original decision to change or limit your access.

Feedback

We value your opinion and want to hear what you think about the quality of our service. We will use your feedback to improve our service. You can provide your feedback by:

- Calling 1800 330 940
- Emailing at registrar@facs.nsw.gov.au or
- Writing to the Registrar of Community Housing, PO Box 2236, Burwood North NSW 2134