



Thrive Program Disputes & Complaints Policy

Last updated: 10 October 2019

Policy Intent

To outline how the Department of Communities (Communities) manages and resolves disputes or complaints from Thrive Service Provider's or client's relating to the Thrive Program (Thrive).

Policy Statements

1. Thrive related disputes and complaints raised by clients will be managed in accordance with the Housing Authority Customer Service Charter.
2. Thrive related disputes or complaints raised by Thrive Service Providers will be managed by the Communities Thrive disputes and complaints process.
3. Service level disputes and complaints will be managed by the applicable Housing Office.
4. Where a service level dispute or complaint cannot be resolved it will be raised to the Thrive Contract Administrator.
5. Contract level disputes and complaints will be managed by the Thrive Contract Administrator.
6. Notwithstanding an open dispute or complaint, all parties are required to comply with their contractual obligations unless otherwise agreed between Communities and the Thrive Service Provider.

Definitions

Service level	Disputes or complaints involving client or tenancy specific outcomes.
Contract level	Disputes of complaints involving contractual obligations related to a Thrive Service Provider or the Department of Communities.

Related Legislation

- *Residential Tenancies Act 1987*
- *Residential Tenancy Regulations 1989*
- *Privacy Act 1988*

Related Documents

- Housing Authority Customer Service Charter