

Appeals Policy

1. Purpose

This Appeals Policy Statement guides applicants for housing, tenants and third parties on decisions that are able to be appealed and the review and appeals process undertaken by Compass Housing Services (New Zealand) Co. Limited (Compass NZ) when handling appeals. It also guides employees on the procedures to be followed when a complaint is received.

2. Scope

This policy covers appeals about Compass NZ decisions made in relations to Complaints:

- made by Tenants about any property, services, or worker related to Compass NZ;
- made by third parties about any property, services, Tenants, or Workers related to Compass NZ;
- made by Tenants or third parties in relation to any contractors or subcontractors working on behalf of Compass NZ; and
- decisions regarding applications for housing.

This policy applies to complaints made about workers including contractors, by tenants or applicants for housing homes managed by Compass NZ.

3. Policy Statement

Compass NZ is committed to providing the highest standard of customer centred services to our tenants and applicants. We recognise applicants for housing assistance and our tenants have the right to request a review of a decision made by Compass NZ about their eligibility for housing, allocation of housing or their tenancy.

If an applicant or tenant believes a decision made by Compass NZ is wrong or unfair or if they disagree with the decision and believe it may affect their application for housing or their tenancy, they may appeal the decision through our internal review process.

Compass NZ is committed to a transparent and objective review of decisions and will ensure appeals are managed promptly and in accordance with the principles of procedural fairness.

Our review and appeals processes acknowledge the responsibilities of tenants, respects the rights of tenants, considers our obligations as a landlord and aims to achieve fair and equitable outcomes for applicants, tenants and stakeholders.

The following are not Appealable Decisions:

Title	CNZ Appeals Policy	POL-8001	Version	V 3.0	Last Review	13/02/2020	Page 1 of 6
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- Decisions not directly related to the person or household;
- Matters which are the responsibility of other tribunals and courts e.g., New Zealand Tenancy Tribunal
- Compass NZ's policies;
- Matters for which clients cannot make application to Community Housing Providers;
- Internal administrative and funding matters of the Community Housing Provider; or
- Programmes not related to the provision of a service.

How to lodge an appeal

If a Tenant or applicant seeks a review of a decision made by Compass NZ, they will complete an Appeals Form which outlines the issue they would like reviewed and why. In most cases, the application must be lodged within three (3) months of the original decision being made however timeframes for some appeals are shorter.

Appeals will be acknowledged by a staff member within two working days.

An internal review of the decision will be conducted by a senior executive staff member. As part of the review, the senior executive manager will consider:

- information submitted by the client or tenant;
- all relevant information on file; and
- any new information that was not available to the original decision maker.

If it appears that the original decision is likely to be maintained, the senior executive staff member will contact the applicant or tenant to discuss the issue and provide opportunity for the applicant or tenant to produce additional relevant information.

The senior executive staff member will consider all the available information to decide whether the original decision should be:

- maintained; or
- changed in full; or
- changed in part.

and a response will be given within 28 days clearly outlining if the decision has been upheld or not upheld, and the reason for this decision.

Where the senior executive staff member identifies any corrective actions arising from the appeal, an action plan is to be developed and implemented as soon as is practical.

Quality focus

Compass NZ is committed to a culture of excellence through continuous improvement and regularly reviews and monitors the effectiveness of our complaints and appeals process.

Information about our complaints and appeals process is clearly documented and available to tenants and applicants through our tenant handbook and by request through the [‘Contact Us’](#) page on the [Compass NZ website](#) or contacting their local office.

Privacy

Compass NZ manages personal information of applicants and tenants in accordance with the Privacy Act 2020 and the privacy principles and codes of practice regarding the collection, use, disclosure, storage, and access to personal information.

Compass information systems and data security meets ISO/IEC 27000 series, Information security management systems standards to protect personal information.

4. Responsibilities

All Compass NZ workers have an obligation to:

- familiarise themselves with and ensure they have a clear understanding of Compass NZ policies and procedures,
- observe and implement such policies, and associated procedures in delivering services to Compass NZ clients,
- inform Compass NZ clients of the impact of this policy on them and assist them to understand their rights and obligations, as required,
- identify issues that require amendment to this policy document and complete the relevant documentation to propose any amendments, and
- report breaches of Compass policies or procedures.

The relevant Executive Manager is ultimately responsible to:

- ensure all stakeholders within their area of responsibility are informed about Compass NZ Policies and Procedures,
- ensure appropriate processes and controls are implemented to enable the correct application of and adherence to relevant policies and procedures, and
- ensure appropriate processes and controls are implemented to enable breaches of approved Compass NZ Policy and Procedures to be reported and managed.

5. Policy Implementation and Review

This document is listed on the Compass NZ Controlled Documents Register and is a controlled document requiring approval of any changes. It may not be amended or shared outside Compass NZ without approval.

The policy is reviewed regularly and published on the Compass SharePoint intranet once approved.

Employees receive communications and training on new and reviewed policies and procedures. Compass complies with relevant contractual compliance obligations and jurisdictional laws and regulations when implementing this policy.

Confirmation of internal compliance with this policy is undertaken regularly.

It is the responsibility of the Compass Group Executive Services (governance@compasshousing.org) to maintain and update the Compass Master Policy Document, Policy Directory and the Policy Review Register, administer the review and approval process and inform and distribute new and amended policies and procedures once approved (refer PROC-011 Policy and Procedure Development Approval).

Compass NZ Workers should refer to [SharePoint Company Documents Policy and Procedure site](#) for the latest version which takes precedent over any uncontrolled version. If this document is printed, downloaded or saved elsewhere from this site, it becomes an uncontrolled version.

For further information contact the Responsible Officer listed under Document Information

6. Resources and related documents

Related documents

- Compass NZ Complaints Handling Policy and Procedures
- Appeals form.

Related legislation/standards

- [Residential Tenancies Act 1986](#)
- [Privacy Act 2020](#)
- [Health and Safety at Work Act 2015](#)
- [Public and Community Housing Management Act 1992](#)
- [Public and Community Housing Management \(Community Housing Provider\) Regulations 2014.](#)
- [Community Housing Regulatory Performance Standards and Guidelines](#)
- NZ Office of the Ombudsman's Guides to effective complaint handling good decision making.

7. Definitions

Term	Definition
Appeals	<p>Community housing appeal is defined as ‘any expression of dissatisfaction with a decision made by a social housing provider to provide or not provide a service (such as housing, transfer or priority on the housing register) or, a decision relating to a tenant or service user’s dissatisfaction of a decision made by the organisation.’</p> <p>An application for a decision to be reversed or overturned about:</p> <ul style="list-style-type: none"> made by Tenants about any property, services, or Worker related to Compass NZ; made by thirds parties about any property, services, Tenants, or Workers related to Compass NZ; made by Tenants or third parties in relation to any contractors or subcontractors working on behalf of Compass NZ; and decisions about applications for housing.
Compass	Compass Housing Services Co. Ltd
Compass Group	The corporate structure that includes Compass (as the Parent Company) and the boards of Subsidiary Companies, Governance Committees and advisory groups as created from time to time.
Compass NZ	Compass Housing Services Co (New Zealand) Ltd, a wholly owned subsidiary of Compass registered in New Zealand under the Companies Act 1993 (NZ)
Complaints	<p>An expression of dissatisfaction with an aspect of the services provided by [Organisation], where the complainant is unhappy with the standard or type of service.</p> <p>Types of Complaint include:</p> <p>Where Compass NZ has failed to provide or there has been a delay or problem in providing a service;</p> <p>Where Compass NZ has failed to follow or have been unfair or inconsistent in applying our policies or procedures.</p> <p>Where Compass NZ has failed to keep Tenants informed, through lack of or insufficient information.</p> <p>Where there has been inappropriate behaviour or attitude from a Compass Worker or contractor.</p>
Complainant	Person with a Complaint ongoing with Compass NZ.
Employee	A person engaged under an employment agreement or award by any company in the Compass Group.
Executive Manager	Many positions within Compass include the title “Executive Manager”. Regardless of whether an Executive Manager heads a Business Unit, the delegated authority of each Executive Manager depends on the functions and reporting relationship of the Business Unit for which the Executive Manager is responsible. Executive Managers should refer to the document Compass Organisational Chart in Terms of Levels of Delegated Authority for confirmation of the band of authority they hold.
Worker	<p>Compass NZ has adopted the New Zealand Health and Safety Act (2015) Section 19’s definition of a ‘worker’ where the term is used in policy. The definition of a ‘worker’ includes an individual who carries out work in any capacity for a Person Conducting a Business or Undertaking (PCBU), including work as:</p> <ul style="list-style-type: none"> an employee; or a contractor or subcontractor; or an employee of a contractor or subcontractor; or an employee of a labour hire company who has been assigned to work in the business or undertaking; or an outworker (including a homeworker); or

Term	Definition
	<ul style="list-style-type: none">• an apprentice or a trainee; or• a person gaining work experience or undertaking a work trial; or• a volunteer worker; or• a person of a prescribed class.