

Appeals Policy

1. Purpose

This Appeals Policy Statement guides applicants for housing, tenants and third parties about 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 staff 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 staff 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.

This policy applies to all Tenants occupying homes managed by Compass NZ, on complaints made about staff or contractors and applicants of housing managed by Compass NZ.

3. .Policy Statement

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

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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.

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:

- Decisions not directly related to the person or household;
- Matters which are the responsibility of other tribunals e.g. New Zealand Tenancy Tribunal and Administrative 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
- Programs not related to the provision of a service.

4. 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.

Appeals will be acknowledged by a staff member within two working days and a response will be given within 14 days clearly outlining if the decision has been upheld or not upheld and the reasons.

5. 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 our 'Get in Touch' page on our website or contacting the local office.

6. Privacy

Compass NZ manages personal information of applicants and tenants in accordance with the Privacy Act 1993 and the Privacy Principles 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.

7. Relevant Legislation/Regulatory Compliance

- Residential Tenancies Act 1986;
- Privacy Act 1993;
- Health and Safety Work Act 2015;
- Housing Restructuring and Tenancy Matters Act 1992;
- Housing Restructuring and Tenancy Matters (Community Housing Provider) Regulations 2014.

8. Resources and related documents

- Compass Complaints Handling Policy and Procedures
- Community Housing Aotearoa (CHA) Best Practice Guide April 2018¹
- NZ Office of the Ombudsman's Guides to effective complaint handling good decision making.

¹ [Best Practice Guide April 2018, Community Housing Aotearoa](#)

- Appeals form

9. 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 customers,
- 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.

10. Document Control

This policy is part of Compass Group approved policies and procedures register. Policies and procedures on the register are reviewed regularly and revised where warranted. The Compass Group Chief Governance officer is ultimately responsible for the control and review of policy and procedure documents in accordance with Compass' Group Documentation Structure and Quality Assurance ("QA") Management Guidelines (GUI-035). Refer to Compass Policy and Procedure Development Approval and Review (PROC-011) for information on the document review process.

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11. Records

All records relevant to these procedures are to be maintained in a recognised Compass NZ recordkeeping system in accordance with Compass Records Management Policy (POL-035).

12. Definitions

Term	Definition
Appeals	<p>A 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. Includes but is not limited to: • Allocation decisions; • Level of rent or rent subsidy; • Eligibility for a housing transfer; • Permission to undertake modifications; • Permission to keep pets; • Calculation of water charges;</p>
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> <ul style="list-style-type: none"> • Where Compass NZ have failed to provide or there’s been a delay or problem in providing a service; • Where Compass NZ have failed to follow or have been unfair or inconsistent in applying our policies or procedures. • Where Compass NZ have failed to keep Tenants informed, through lack of or insufficient information • Where there has been inappropriate behaviour or attitude from a Compass Employee or contractor.

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Term	Definition
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.
Independent contractor	means a party engaged directly by Compass pursuant to a contract for services. In the context of workforce engagements, this includes sole traders, companies or partnerships with whom Compass enters into an agreement for the provision of specified individuals to supply specific skills, services or consultancy arrangements. It does not include individuals engaged through labour hire agencies. Independent contractors are not employees of Compass.
Subsidiary Company	A company in which Compass owns all or at least most of the shares.
Worker	Compass NZ have 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 PCBU, including work as : (a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the business or undertaking; or (e) an outworker (including a homemaker); or (f) an apprentice or a trainee; or (g) a person gaining work experience or undertaking a work trial; or (h) a volunteer worker; or (i) a person of a prescribed class.

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