



# Information Guide

# Appeals

## Organisational

**An appeal** is when a user of our service asks for a decision we made to be reviewed.

**A complaint** is when a user of our service tells us they are dissatisfied with our service, standards, practices or policies - refer to our Complaints Information Guide for more details.

### Appeals

We make decisions based on policies and procedures that aim to be fair to everyone. These policies and procedures are designed to meet agreed standards of service for community housing and to comply with the law.

You may not always agree with a decision we make. If you do not, it is important that you tell us why and ask us to review our decision. It is also your right as a tenant to appeal a decision externally through the SA Civil and Administrative Tribunal ([SACAT](#)).

### Internal Review and Appeal

- Fill in and send us an Appeal form which can be downloaded from the Unity website, collected from your nearest Unity office or sent to you if you call and ask.
- Post your completed form to the Complaints and Appeals Officer, Unity Head Office, 81 Osmond Terrace, Norwood SA 5067 or
- Email the completed form to the Complaints and Appeals Officer at [feedback@unityhousing.org.au](mailto:feedback@unityhousing.org.au)

When we receive your appeal request, we will let you know in writing within two (2) working days that we have received it. We will undertake a review of the decision you are unhappy with and respond to you in writing within 20 working days.

You may withdraw your appeal at any time throughout the process, which means the original decision will stand.

Confidentiality will be maintained throughout the process, even if the appeal is withdrawn.

### External Appeal

As well as the internal review and appeal process, you also have the right to access an independent review process if you are unhappy with Unity's decision regarding:

- Assessment of eligibility or financial circumstances
- Allocation of housing
- State of the property
- Rent and charges
- Any other decision that affects your ability to comfortably occupy or use the property

You may appeal to the SA Civil and Administrative Tribunal ([SACAT](#)), using their online application or contact them for assistance:

Phone: 1800 723 767

Email: [sacat@sacat.sa.gov.au](mailto:sacat@sacat.sa.gov.au)

Postal address: GPO Box 2361 Adelaide SA 5001

Requests to review a decision by SACAT must be made within 30 days of us notifying you of the decision. You may request an extension of this time when making your application.