



CREATING CONNECTIONS

North/West Metropolitan Region

PRIVATE RENTAL BROKERAGE (PBR)

Dispute Policy

SUBJECT: OVERVIEW: STEPS TO BE TAKEN

TITLE: PRIVATE RENTAL BROKERAGE PROGRAM - SVDP COMMUNITY SERVICES DISPUTE POLICY

The following steps occur in a complaint or appeal situation as per Section 3 of the Private Rental Brokerage Program Dispute Policy and Procedures:

1. When a Case Manager (on behalf of an actual or potential consumer of the Private Rental Brokerage products) has a complaint about the conduct or decision of the PRB Program Coordinator this should be resolved initially with the PRB Coordinator in an informal manner (i.e. verbally).
2. When a complaint or appeal is not resolved by the initial process the case manager is permitted to outline the complaint or appeal in writing to the Team Leader of Youth Support Services (See SVDP – CS Complaints and Appeals Form). The Team Leader will review the complaint or appeal and will gather information from parties concerned. The Team Leader will notify the complainant within 7 days of the outcome of the investigation.
3. If a complainant is not satisfied with the Team Leader’s response then the Team Leader will assist the complainant to make a complaint or appeal to the PRB Steering Committee at the next scheduled Committee Meeting. The SVDP – CS Complaints and Appeals Form can be used in this instance.
4. When the complainant is not satisfied with the response of the Steering Committee it is advised that the complainant contact relevant advocacy bodies listed in Section 3.5.1. and seek mediation from these services.
5. If a complainant is still dissatisfied that their complaint or appeal is resolved by the Steering Committee the complainant can seek a meeting with the General Manager of SVDP Community Services.
6. If a complaint is about the conduct of the PBR Program Coordinator and is of a serious and elevated matter (such as unlawful actions) then this complaint should be directed to the Adult Services Manager of SVDP Community Services (see section 3.3)