

Information for residents - Appeals

Who can appeal a decision?

You can ask for a decision to be reviewed, if you have been affected by a decision Uniting Housing has made.

What decisions can I appeal?

You can appeal decisions related to the Residential Tenancies Act 1997 Victoria and Retirement Villages Act 1986.

You can appeal decisions about things like:

- Eligibility and access to a program or housing
- Rents, charges, fees and refunds
- Breach action

What types of decisions can't I appeal?

You cannot appeal decisions about:

- rental arrears recovery procedures
- evictions
- notices to vacate
- legal agreements
- requests for emergency and responsive maintenance
- claims for compensation.

The [Victorian Civil and Administrative Tribunal \(VCAT\)](#) deals with these.

VCAT has powers under the Residential Tenancies Act 1997 to hear and settle disputes between a rental provider (landlord) and a renter (tenant).

Who can help me complete my appeal?

If you need independent help and support, a [Tenancy Plus provider](#) can help you. [Uniting's Tenant advocacy](#) programs may also be able to help you.



How can I appeal a decision?

If you have talked about your concerns with your CHO and are still not happy, you can ask us to review the decision.

Put your appeal in writing, and attach copies of any supporting documentation. You will need to explain:

- the decision you would like us to review
- the reasons why you think the department should change the decision.

Send you to us within 90 days after the decision took effect. If we receive your appeal after this time, we may decide not to consider the appeal.

You can use Uniting's [downloadable form](#) or [online form](#). There is also a complaint form at the back of the [consumer handbook](#).

Send your appeal by email to:

Email: consumerfeedback@unitingvictas.org.au

Or mail it to:

Quality team

Uniting Vic.Tas

130 Lonsdale Street Melbourne Vic 3000

What do we do with an appeal?

We treat your appeal confidentially, and [we respect your privacy](#).

When we receive your appeal, we will:

- confirm that we have received the appeal
- look at the information you give us
- check that our decision meets our policies and procedures

You should receive the outcome of this review within 20 working days from the date we receive the appeal.

If this review does not change the decision you are appealing, we will refer the matter to the Housing Appeals Office will undertake an independent review.

You can contact VCAT on telephone (03) 9628 9800 or, free call 1800 133 055 for country residents.

Other avenues of appeal

If you are still not satisfied with the outcome of your appeal you can contact organisations like:

- [Victorian Ombudsman](#)
- [Victorian Equal Opportunity and Human Rights Commission](#)