



Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Ms Jo Clay MLA

Addressed to: Ash Balaretnaraja, Executive Branch Manager, Housing and Homelessness Policy and Programs

In relation to: Complaints system

Hearing: 11 February 2025

Uncorrected Proof Transcript p 41

Transcript provided: 14 February 2025

Answer Due: 21 February 2025 5.00 pm

Mr Ash Balaretnaraja took on notice the following question(s):

MS CLAY: Thank you. I might just one last supp. Can you tell me when that new complaints system was introduced?

Mr Balaretnaraja: I will have to take that on notice different part of the organisation. That is a different part of the organisation.

MS CLAY: That would be great to take that on notice. Thank you very much.

Minister Berry MLA: The answer to the Member's question is as follows:

The revision of the Complaints Handling and Management Policy (CHAMP) and framework was endorsed and made publicly available on 7 July 2023.

Approved for circulation to the Standing Committee on Social Policy

Signature:

By the Minister for Homes and New Suburbs, Yvette Berry MLA

Date:

21/02/25