

FACTSHEET

Appeals



Appeal a Decision

If tenants and applicants are not satisfied with Venture Housing's decisions about something that affects their tenancy, they have the right to make an appeal. An appeal is a formal review process that checks if Venture Housing's decision was right or wrong.

Venture Housing will listen to your concerns

If you think we have made the wrong decision, you should first talk to the Venture Housing staff member who made the decision. You may also talk to an alternative staff member who will listen to your concerns.

If you are still not comfortable or satisfied with the decision, you can lodge an Appeal to have the decision further reviewed.

Venture Housing cannot review some decisions

Some decisions cannot be reviewed or appealed, for example;

- ✓ Repairs, maintenance, and lease issues, where an order has been made under the NT Civil & Administrative Tribunal (NTCAT).
- ✓ Most decisions that were made more than 3 months ago
- ✓ Where legal action has been taken
- ✓ Decisions to increase or decrease rents

For more advice contact your Tenancy and Engagement Officer.

How to lodge an appeal

You should make an appeal as soon as possible after the original decision was made. Generally, appeals must be made within three (3) months of the original decision. Appeals can be lodged by phone, email, via our online form on the website or letter. You can access the online form by scanning the QR code above. Please ensure you include any relevant information or documents that may assist us.

Venture's response to an appeal

Venture will acknowledge appeals within 3 business days of receipt. The process of reviewing, investigating, and responding to the appeal may take up to 21 days. If a delay is likely to occur, Venture will contact you to explain the reasons for this and set an expected timeframe for a response to your appeal.

Once we have assessed an appeal, we will respond to the person who made the appeal in writing to advise of the outcome. This correspondence will include our considerations during the investigation and advise our reasoning for our decision.

If you are not happy with the outcome, or would like assistance to lodge an appeal

Darwin Community Legal Services operate the Tenants' Advice Service NT wide. You can contact them on freecall 1800 812 953 to access free legal information or to make a telephone or face-to-face appointment with one of their tenancy lawyers.

Please refer to our [Appeals Policy](#) for more information.