Tenant Compliments, Complaints and Appeals Procedure

Referring Policy: Supportive Housing Policy
Sustaining Tenancies Policy
Tenant Compliments, Complaints and Appeals Policy

1. Purpose

1.1 To describe how tenants of Common Ground Queensland (CGQ) properties can raise a concern, pay a compliment or question a decision made by CGQ.

2. Procedure

2.1 Definitions

2.1.1 To raise a concern is to make a complaint.
2.1.2 To question a decision is to make an appeal.

2.2 Inform tenants

2.2.1 Tenants are informed of the Tenant Compliments, Complaints and Appeals Procedure during sign-up and again at subsequent tenant forums.

2.2.2 Tenant Issue Forms are freely available on request.

2.3 Inform on-site Support Provider

2.3.1 The on-site Support Provider is provided with a full understanding of the Tenant Compliments, Complaints and Appeals Procedure by CGQ and may offer assistance to any tenant who may want to raise a concern, pay a compliment or question a decision made by CGQ.

2.4 Process for tenants

2.4.1 A concern can only be responded to when a CGQ staff member is notified of the concern. Tenants are encouraged to do so at any time.

2.4.2 Concerns can be raised in person, by telephone, by email or in writing.

2.4.3 If raising the concern in writing, it is preferable to record the concern on a Tenant Issues Form, though this is not essential.

2.4.4 Concerns can also be raised by tenants by contacting an appropriate external organisation. In this case, that organisation then contacts CGQ.

2.5 Responding to tenant compliments
2.5.1 Compliments are registered in the *Complaints, Appeals, Compliments and Feedback and Requests Register*. The register allows CGQ to measure performance and to contribute to continuous improvement processes.

2.6 Responding to tenant concerns

Only concerns received on a Tenant Issues Form or in writing will be formally recorded in the *Complaints, Appeals, Compliments and Feedback and Requests Register*. The register allows CGQ to measure performance in relation to tenant concerns and to contribute to continuous improvement processes.

2.6.1 The tenant is asked if they would like the on-site Support Provider to assist them in submitting the concern, if not already providing assistance.

2.6.2 All concerns are initially responded to by the Tenancy Manager. If the concern implicates the Tenancy Manager, the concern is responded to by the Chief Executive Officer (CEO).

2.6.3 Where a concern involves a CGQ staff member, initial efforts are made to resolve the concern directly between the staff member and the tenant.

2.6.4 Planned actions to respond to the concern are recorded on the *Tenant Issues Form* by CGQ staff as directed by the Tenancy Manager. Corrective actions are then implemented.

2.6.5 Where applicable, the cause of the concern is identified and planned actions to prevent a recurrence of the concern are implemented. These actions are also recorded on the *Tenant Issues Form*.

2.6.6 Following appropriate action, the complaint will be closed. When this occurs the tenant raising the concern is informed. This is recorded on the *Tenant Issues Form* as ‘closure’ of the concern.

2.6.7 The Tenancy Manager will update the *Complaints, Appeals, Compliments and Feedback and Requests Register*. The Administration Officer will scan the closed *Tenant Issues Form* into the Tenancy Database.

2.7 Review of a decision (Appeal)

2.7.1 When a tenant is not satisfied with a decision made by CGQ, they may object to the decision in the same way as raising a concern.

2.7.2 In this case, CGQ staff will note that the concern is an objection to a decision.

2.7.3 A review of a decision is managed by another staff member other than the person who made the original decision.
2.8 Timeframes

2.8.1 Acknowledgement of receipt of a concern from a tenant occurs within 2 days of receiving notification of the concern.

2.8.2 The target is to have all corrective action completed within 2 weeks of receiving notification of the concern.

2.8.3 The target is to have all concerns ‘closed’ by the tenant within 4 weeks of receiving notification of the concern. There may be instances where outcomes of corrective actions may not be fully known for longer time periods after their implementation.

2.9 Communication

2.9.1 Regular communication with the tenant raising the concern is maintained by CGQ staff during the response process.

2.10 Continuous Improvement

2.10.1 Where applicable, tenant concerns are input into the continuous improvement system.

2.10.2 The Tenant Complaints, Appeals, Compliments and Feedback and Request Register is reviewed monthly. The review aims to identify trends, recurrent issues and undiscovered opportunities for improvement actions.

3. Referenced Documents

Complaints, Appeals, Compliments and Feedback and Requests Register
Tenant Issues Form