

Tenant Compliments, Complaints and Appeals

Our Commitment

Common Ground Queensland (CGQ) is committed to facilitating your right as a tenant to raise concerns about our service and to question a decision we have made that directly affects you. We will ensure that your concern is responded to promptly and addressed fairly.

Compliments, complaints and appeals – what’s the difference?

To express satisfaction with a service or conduct is to **pay a compliment**.

To raise a concern is to **make a complaint**.

To question a decision is to **make an appeal**.

Tenant Issues Form – too easy!

One of the easiest ways to let us know if you are satisfied with our service or if you have a concern or a request is by filling in a *Tenant Issues Form* and placing the completed form in the Tenant Forms Mailbox in the Foyer.

You can use a *Tenant Issues Form* to:

- Pay a compliment;
- Make a complaint;
- Provide feedback;
- Make a suggestion;
- Make an appeal; and
- Ask for support.

If you need a *Tenant Issues Form*, just ask Concierge. Too easy!

Do you have a concern?

If you have a concern about our service or a decision that we have made that directly affects you, it is important that you let us know as quickly as possible.

You can raise a concern with us in person, by telephone, by email or in writing.

While we will endeavour to help you work through any concern, it’s important to know that we will only formally respond to written concerns. That’s why using a *Tenant Issues Form* is one of the best ways to let us know that an issue that requires attention.

Need help filling in a Tenant Issues Form?

If you need some help to fill in a *Tenant Issues Form*, the Micah Projects Tenant Service Workers at the Concierge Desk will be able to assist.

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What happens after you make a concern in writing?

When we receive your written concern you can expect to receive:

- An acknowledgement slip within 2 business days.
- A follow-up formal response within 14 business days.

There may be instances where it could take us longer to resolve the matter. When this occurs, we will keep you informed in writing and let you know when we expect to be able to provide you with a formal response. We aim to have all written concerns resolved within 28 days after we have received notification of them.

The same timeframes apply to appeals.

Still not resolved?

If you are not satisfied with a decision made by CGQ, you can lodge an appeal in writing. The decision will be reviewed by the Chief Executive Officer (CEO).

If you are not satisfied with the CEO's decision, you can lodge an appeal in writing to the CGQ Board. The CGQ Board's decision is final.

Alternatively you can contact the Residential Tenancies Authority's (RTA) free and impartial dispute resolution service for assistance or QSTARS at any time.

The RTA dispute resolution service can also assist with general neighbourhood disputes that are outside of CGQ's property and tenancy management responsibility.

Still unclear or need more information?

If you would like more information on CGQ's compliments, complaints and appeals process, please refer to the *Compliments, Complaints and Appeals Policy and Procedure* located on our website: <http://www.commongroundqld.org.au/>.

You can also request a copy of these documents from Concierge or ask to speak to a Tenancy Manager.