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## General Compliments, Complaints and Appeals Policy

### Scope

This policy spans all aspects of service delivery by Common Ground Queensland and applies to all tenancy and property management of Common Ground Queensland managed buildings that impact people other than tenants. For tenant-related issues, refer to the Tenant Compliments, Complaints, and Appeals Policy and Procedure. All persons or groups that interact with Common Ground Queensland services have the right to pay a compliment, make a complaint or raise an appeal.

### Policy

Common Ground Queensland is committed to facilitating the right to register complaints about our service, to question a decision we have made that directly concerns them and to ensuring that their concern is fairly addressed and responded to promptly. Common Ground Queensland also acknowledges the right to register positive experiences about Common Ground Queensland's services and managed properties. We recognise that any form of feedback, positive or negative, has the potential to lead to better ways of doing things.

Common Ground Queensland is committed to having processes for managing issues that are legal, ethical, consistent and systematic. This includes:

- Providing information about how to make concerns known to appropriate staff, using either internal or external mechanisms;
- Providing advice about options for objecting to a decision made by Common Ground Queensland;
- Ensuring concerns are responded to fairly;
- Ensuring support and advocacy is available to those who raise a concern or question a decision, through immediate linking with the on-site support service provider, if required;
- Ensuring people are not disadvantaged by raising a concern or questioning a decision;
- Dealing with concerns in a timely and culturally appropriate manner;
- Advising of the outcomes of concerns or objections;
- Ensuring decisions resulting from concerns raised are provided to the complainant in writing whenever possible;
- Ensuring that the outcomes of concerns and objections become inputs to Common Ground Queensland's continuous improvement mechanisms when applicable; and
- Acknowledging positive experiences.

Where complaints made are found to be frivolous or vexatious in nature, Common Ground Queensland will initiate an information gathering process in relation to the claim. It is recognised that frivolous or vexatious complaints tend to indicate dissatisfaction at some level. In such instances, Common Ground Queensland will endeavour to assist the complainant to work through appropriate processes to resolve their actual concern, however, individuals who make frivolous or vexatious claims may place their relationship with Common Ground Queensland at risk.

### Definitions

To raise a concern is to make a complaint.

To question a decision is to make an appeal.

A frivolous complaint is one that has no serious purpose or value (i.e. a trivial matter where investigation would be disproportionate in terms of time and cost).

A vexatious complaint is one that is instituted without sufficient grounds and serves only to harass, annoy or cause financial cost to the recipient.

### **Procedures that Implement**

This policy will be actively implemented by adherence to the following procedures:

- General Compliments, Complaints and Appeal Procedure
- Improvement Reporting Procedure