

Our Commitment

Common Ground Queensland (CGQ) is committed to facilitating your right as a tenant to raise concerns about our service, to appeal a decision we have made that directly affects you and to pay us a compliment when we've done well.

Compliments, complaints, incidents and appeals – what's the difference?

A **compliment** is an expression of satisfaction with a service or the way the service has been delivered.

An **informal complaint** is a minor issue or concern that can be resolved informally without the need for investigating and substantiating claims.

A **formal complaint** is a registered expression of dissatisfaction with any action, decision or quality of service that requires a response or resolution.

An **appeal** is a request to have an official decision reviewed.

Feedback comprises both positive and negative opinions and/or suggestions that imply scope for improvement.

An **incident** is an event or circumstance, which leads to unintended or unnecessary harm, loss or damage. Incidents are identified and managed by staff. If you have a concern about an incident that requires CGQ to provide you with a response, you will need to register it as a formal complaint.

Tenant Issues Form – too easy!

One of the easiest ways to let us know if you are satisfied or dissatisfied with our service or have a request is by filling in and submitting a *Tenant Issues Form*. *Tenant Issues Forms* can be accessed online through the BCG App, in person from the CGQ Office or downloaded and printed from the CGQ website: www.commongroundqld.org.au.

You can use a *Tenant Issues Form* to:

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

Forms can be submitted online through the BCG App, returned in person to the CGQ Office or emailed to admin@commongroundqld.org.au.

Do you have a complaint?

If you have a complaint 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.

A *Tenant Issues Form* is one of the easiest ways to let us know that an issue requires attention, however you can also raise a complaint by email, in person or by telephone. If you are raising a complaint in person or over the phone and you require an official response from us, please let us know that you want to lodge a **formal complaint**.

Need help filling in a Tenant Issues Form?

If you need help to fill in a *Tenant Issues Form*, a CGQ or Micah Projects' staff member will be able to assist.

Anonymous complaints

CGQ will accept anonymous complaints however it may be difficult for us to assess or respond to them if there is not enough detail. We are also unable to advise complainants about the outcome of any actions if no contact details have been provided.

What happens after you make a formal complaint?

When we receive your **formal complaint** you can expect to receive:

- An acknowledgement 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 formal complaints 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) or in some circumstances the Chairperson of the CGQ Board.

If you are not satisfied with the CEO's or Chairperson'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.

You can also make a formal complaint to the Queensland Registrar of the National Regulatory System for Community Housing (NRSCH). The Registrar investigates formal complaints about community housing providers that have been registered under the *Housing Act 2003*.

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 CGQ.