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## Tenant Compliments, Complaints and Appeals Policy

### Scope

This policy spans all aspects of service delivery by Common Ground Queensland and applies to all tenants of Common Ground Queensland buildings. Tenants have the right to make a complaint, to raise a concern and to make an appeal. Tenants also have the right to make compliments in relation to their tenancy.

### Policy

Common Ground Queensland is committed to facilitating our tenants' right to raise concerns 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. Tenants also have the right to register their positive experiences in a Common Ground Queensland building. We recognise that any form of feedback from tenants, positive or negative, has the potential to lead to better ways of doing things.

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

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

### Definitions

To raise a concern is to make a complaint.

To question a decision is to make an appeal.

### **Procedures that Implement**

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

- Communication with Tenants Procedure
- Improvement Reporting Procedure
- Privacy and Confidentiality Procedure
- Starting a Tenancy Procedure
- Tenancy Management (Residential) Procedure
- Tenant Compliments, Complaints and Appeals Procedure
- Tenant Feedback Procedure