
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 pay a compliment, make a complaint, raise a concern or lodge an appeal.

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 compliments, concerns and appeals known to appropriate staff;
- Addressing concerns confidentially and objectively and in a timely and culturally appropriate manner;
- Ensuring support and advocacy is available, through immediate linking with the on-site Support Provider;
- Advising tenants of the outcomes of their concerns or objections (in writing whenever possible);
- Ensuring tenants are not disadvantaged by raising a concern or questioning a decision; and
- Ensuring that the outcomes of concerns and objections become inputs to Common Ground Queensland continuous improvement mechanisms when applicable.

Frivolous or Vexatious Complaints

Common Ground Queensland recognises that frivolous or vexatious complaints tend to indicate dissatisfaction at some level. Where complaints made are found to be frivolous or vexatious in nature, Common Ground Queensland will endeavour to assist the complainant to work through appropriate processes to resolve their actual concern. If it becomes clear that the complainant is determined to pursue the matter vexatiously, Common Ground Queensland will discontinue communication and take any necessary action to safeguard staff wellbeing and organisational reputation.

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:

- 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