
Tenant Feedback Policy

Common Ground Queensland is committed to gathering tenant feedback in matters that have a direct impact on the environment in which they live, the way in which their housing is managed and on issues impacting their quality of life.

Practices for ensuring that tenants provide meaningful feedback are:

- Ensuring tenants are informed about issues so they can meaningfully participate;
- Provide various avenues for tenants to provide feedback;
- Explain the various processes tenants can participate in decision-making and feedback;
- Ensure tenants understand the time frame in which feedback is considered;
- Work with tenants to set initial boundaries before any consultations take place; and
- Adapt to the barriers that might effect tenant participation to ensure that as many tenants as possible are involved in decision-making processes.

The *Tenant Feedback Procedure* created in conjunction with the on-site Support Provider reflects this policy.

Procedures that Implement

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

- Starting a Tenancy Procedure
- Tenant and Community Participation Procedure
- Tenant Compliments, Complaints and Appeals Procedure
- Tenant Feedback Procedure