



Complaints, Grievances & Appeals

Tableland Community Housing wants to provide a good service. If you are not happy with our service or our policies or practices, we hope, in the first instance, you will tell us so we can try and sort it out. We will listen carefully to any concerns about our service and we welcome any suggestions for how to do things better.

If you wish to make a formal complaint, it will be promptly acknowledged and investigated. Tenants will not be penalised in any way if they do make a complaint and will continue to receive respectful service. Complaints may be made anonymously.

To make a formal complaint:

- Lodge a written complaint to TCHA. This can either be in the form of a letter or on a Complaint Form. These forms are available at the office or from our website.
- Please post the complaint to **Attention: Management Committee, TCHA, P.O. Box 917, Atherton Q 4883** or hand deliver it to the office.
- The Management Committee shall meet within 5 days of receipt in writing of the complaint/grievance, or as soon as practical after receiving the notice.
- Complaints will be addressed promptly and the Management Committee will make a written report to all parties within 7 days of the meeting.
- The Management Committee may arrange for a special grievance meeting or dispute hearing, when appropriate, to investigate and consider matters related to the dispute.
- The special grievance meeting or dispute hearing may include:
 - ✓ a tenant representative
 - ✓ 2 or more Management Committee members
- In the event of an unsatisfactory outcome within the organisation, the client or tenant may appeal the process. An Appeal form is available at the office. A tenant may also request external mediation to resolve the complaint:
 1. an independent mediator
 2. QSTARS tenancy advice service
 3. the Residential Tenancies Authority, Dispute Resolution Service
 4. QCAT - Queensland Civil and Administrative Tribunal
 5. Human Rights Commission or Anti-discrimination Commission
 6. the Police



Tenancy Advice Services

- QSTARS Tenancy Advice PH: 1300 744 263
- RTA – Residential Tenancies Authority PH: 1300 366 311
- Tenants Queensland PH: 3832 9403

You can get free tenancy advice from the Residential Tenancies Authority (RTA) if you are having any housing problems. Tenants can be assisted with tenancy disputes including dispute resolution representation through advocacy and assistance with QCAT matters.