



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. Please tell us about any problems as soon as possible. The earlier you tell us, the sooner we can act.

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.

If you make an anonymous complaint we will not be able to keep you informed about the complaints progress or outcome and you will not be able to provide more information which we may need to thoroughly assess the complaint. For this reason, we encourage complainants to provide their contact details.

If you provide your details, you can advise us that you wish the complaint to remain confidential and we will not disclose your identity and contact details without your permission.

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**, email to **manager@tch.org.au** 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, if contact details have been provided.
- 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

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| • 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.