

Complaints handling procedure

The process for managing complaints is as follows:

* A complaint can be made to the Manager or the Management Committee of Tableland Community Housing.
* The complaint does not have to be in writing but is preferable in order to have the correct details.
* The complaint will be handled fairly and based on the principals of natural justice.

Natural Justice means the right to be given a fair hearing and the opportunity to present your case, and the right to have a decision made by an impartial decision maker.

* There will be no victimisation as a result of making a complaint or supplying information to an investigation or other person with a role in the procedure.
* The complaint will be handled confidentially. The person or persons managing the complaint will be independent and impartial of the complaint and any other parties involved.
* Anonymous complaints may be made and will be actioned in line with formal complaints.

Furthermore, tenants lodging an anonymous complaint should endeavour to include as much details as possible, as TCHA may not be able to investigate further if limited information is provided.

* All parties to a complaint have the option of nominating a support person to be present.

The complaint will be dealt with as a matter of priority following these steps:

* The person managing the complaint will discuss the issue with the complainant within
24 hours of the complaint being made.
* The person whom the complaint is about will be informed of the allegations against them and they will be given an opportunity to respond to the allegations.
* Statements from witnesses and any other relevance evidence will be collected.
* This part of the complaint process will be completed within 7 working days.
* Resolution of the complaint will be concluded within 14 working days and the complainant will be notified.
* A report documenting the investigation process, the evidence, findings, and recommendations will be prepared and submitted to the appropriate decision maker.
* The manager and/or the management committee will decide what action will be taken depending on the outcome of the investigation and any other relevant factors.
* Parties to the complaint will be advised about any action to be taken in relation to them.
* The manager and/or the management committee will implement the recommended actions.
* The manager will monitor the outcomes of complaints and take appropriate action to prevent further complaints arising.
* A complaint can also be lodged with an external agency such as the Queensland Human Rights Commission.
* A complaint to an external agency will not prevent this Complaint Procedure from continuing.
* Counselling, supervision, or other referrals will be available and offered to all parties if deemed appropriate.
* If an outcome is not presenting itself, an external Human Resources Agency will be employed at the cost of Tableland Community Housing.

A tenant may also request external mediation to resolve the complaint through:

* an independent mediator
* QSTARS tenancy advice service
* the Residential Tenancies Authority, Dispute Resolution Service
* QCAT - Queensland Civil and Administrative Tribunal
* Human Rights Commission or Anti-discrimination Commission
* the Police

Signed …………………………………………………………….

Position……………………………………………………………