



TQ POLICY Complaints Management

Responsibility for Oversight and Review

- ▲ CEO

Responsibility for Implementation

- ▲ Business Manager

Related policies and procedures

- ▲ Complaints Management Procedure
- ▲ Complaints Form
- ▲ Staff Induction
- ▲ TQ & Partner Sub-Contracts
- ▲ Staff Grievance

Frequency of Review

Annually

COMPLAINTS MANAGEMENT POLICY

Purpose

Tenants Queensland (TQ) ensures clients, stakeholders and third parties have access to open processes for making complaints about the organisation as a whole, individuals within it and/or services provided.

Policy

TQ views all feedback as valuable and as an opportunity to improve our services and organisation. It is our policy that:

- ▲ All complaints will be managed in accordance with the approved TQ complaints procedure
- ▲ Complaints will be addressed in accordance with the principles of natural justice
- ▲ TQ will assess and rank complaints according to their level of perceived urgency and criticality. Level 1 complaints will be considered a low level complaint and level 3 complaints of greatest urgency and criticality.
- ▲ A complaint will not be investigated or managed by the person about whom the complaint is being made.
- ▲ Complaints will be recorded and stored in a secure location with TQ.
- ▲ TQ will endeavour to resolve complaints to all parties' satisfaction within one month of lodgement.
- ▲ The complainant will be advised promptly of TQ's complaints process and expected timelines.

Scope

This policy addresses complaints made by clients, external agencies and third parties about Tenants Queensland and/or its staff.

Clients and external providers who contact TQ wishing to make a complaint about a TQ QSTARS Partner agency or their staff will be referred back to the Partner agency.

Where TQ sub-contracts service delivery the third party will be required to have a complaints management process.

This policy does not apply to internal grievances.

This policy addresses complaints as distinguished from critical or constructive feedback. Complaints are distinguished from feedback and constructive criticism by the requirement for complaints to be made in writing, preferably on TQ's Complaints Form, by the individual making a complaint. Critical and constructive feedback can be provided to TQ on an ongoing basis verbally, in writing and through the TQ

(www.tenantsqld.org.au) and QSTARS (<https://qstars.org.au/>) websites.

Context

TQ is committed to open processes where complaints are taken seriously and thoroughly considered.

While there is a natural sensitivity about a complaint being received, TQ views each complaint as a genuine opportunity to learn and review TQ's existing service processes and procedures.

Grounds for Complaints

Complaints may be received about any experience an individual or organisation has with TQ that they consider problematic, including but not limited to:

- ♣ A breach of confidentiality or privacy
- ♣ An inadequate standard of service provision and/or professionalism
- ♣ The denial of personal rights
- ♣ Discrimination or harassment
- ♣ Conflict arising from lack of communication or misunderstanding
- ♣ An organisational policy issue
- ♣ A problem with advice or action recommended

Principles of Natural Justice

The following Natural Justice Principles will be applied in the investigation and consideration of every complaint to ensure a fair and equitable response which is objective and impartial:

- ♣ Clients have the right to complain
- ♣ Workers have the right to know of complaints made against them and offer a response
- ♣ Clients are not denied continued service having made a complaint
- ♣ All complaints are appropriately investigated in a timely manner
- ♣ All parties to a complaint have the right to be heard
- ♣ All parties can be represented or supported by an advocate at any time if preferred
- ♣ All relevant submissions and evidence are considered in making determinations
- ♣ Complainants and respondents can appeal if dissatisfied with the complaint outcome

Accountability and Authority

CEO

VERSION REVIEW DATES

Version Number	Approved by	Date	Scheduled review date
V 1.0	CEO	September 2018	September 2019