



# TENANTS QUEENSLAND

## COMPLAINTS MANAGEMENT POLICY

### RESPONSIBILITY FOR

#### Oversight

CEO

#### Review

Business Manager

#### Implementation

Business Manager

#### Related policies and procedures

- ♣ Complaints Management Procedure
- ♣ Complaints Form
- ♣ TQ & Partner Sub-Contracts

#### Frequency of Review

Every three years

VERSION 3.0

### Purpose

Tenants Queensland will ensure clients, stakeholders and third parties have access to open accessible 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:

- ♣ Complaint processes will be easy to access and accommodate vulnerable people who may have low levels of literacy, require interpreter services or other forms of support to give voice to their complaint.
- ♣ 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 within 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 dispute resolution or grievances.

This policy addresses complaints as distinguished from critical or constructive feedback by, where possible, the complaint to be made in writing, preferably on TQ's Complaints Form. However TQ will accept a complaint, from a disadvantaged or vulnerable person who is unable to easily access or complete a written Complaints Form. TQ will also accept a complaint from a client who has been assisted by a support person or advocate to give voice their complaint about our service.

Critical and constructive feedback can be provided to TQ on an ongoing basis verbally, in writing and through the TQ ([www.tenantsqld.org.au](http://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
- ♣ Clients have a right to be supported by a support person or other advocate to make a complaint
- ♣ 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
V 2.0		8 January 2020	January 2023
V 3.0	A/CEO	April 2023	April 2026