

## **Tenants' Union of Queensland COMPLAINTS PROCESS**

The Tenants' Union of Queensland seeks to ensure clients have access to open processes for making complaints about the organisation as a whole, individuals within it and/or services provided. Complaints are taken seriously and thoroughly considered and all attempts are made to resolve the matter as quickly as possible. The Tenants' Union seeks feedback from clients and recognises client complaints as a way of improving its services.

As a client of the Tenants' Union, you have grounds for complaint where you feel there has been:

- A breach of confidentiality or privacy
- Inadequate standard of service provision and/or professionalism
- Denial of personal rights
- Discrimination or harassment
- Conflict arising from lack of communication or misunderstanding
- Organisational policy issue
- Problem with advice or action recommended

You can make a complaint in writing or verbally and you can ask an advocate or someone else on your behalf to make the complaint, by approaching either

- A permanent member of staff
- The Statewide Coordinator
- The Steering Committee

You can also make an informal complaint and remain anonymous.

In resolving the complaint the following steps will be followed.

### **STEP 1**

Within two days of making your complaint the Statewide Co-ordinator or a member of the Steering Committee will contact you to listen to your issues of concern. They may be able to work out an appropriate solution or course of action to resolve your concerns. You may receive a letter detailing the nature of the complaint, the agreed actions and resolution.

### **STEP 2**

If the matter is not resolved, you can ask that it be referred to the Steering Committee who may delegate a few members to investigate and resolve the complaint by separately meeting with you, staff members involved and any other relevant persons, within ten working days.

### **STEP 3**

Within the following ten working days, the delegated people will recommend a course of action based on their investigation. The Steering Committee will write to you and any staff members concerned detailing the decision.

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#### STEP 4

In the event that the Steering Committee is unable to resolve the matter or you are not happy with the outcome you will be referred to the appropriate external body such as

- The Department of Housing
- Legal Aid
- A mediation service
- Or other body

The following principles of natural justice are applied by the Tenants' Union in addressing client complaints

- 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 by making a complaint
- All complaints are appropriately investigated in a timely manner
- 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
- Decisions are fair, just and free from bias
- Complainants and respondents can appeal if dissatisfied with the grievance outcome

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