

- **Neighbour complaints** are referred to the relevant housing service manager. Complaints are assessed and, where required, investigated. If there is a breach of the Residential Tenancy Agreement, the most appropriate action available will be taken. Details on the action taken are unable to be provided due to privacy obligations. The clients involved may also be provided with advice on dealing with neighbour issues.
- **Appeals** are directed to the relevant housing services manager for consideration and action. The client will be provided with an outcome within 10 working days.

What if I am still not satisfied?

If a complaint or appeal has not been resolved to your satisfaction, you have the right to escalate your concerns to an external authority. The external authority may investigate the matter themselves or provide mediation. External authorities may include the Department of Housing and Public Works, the Residential Tenancies Authority or the Queensland Civil and Administrative Tribunal.

What happens to my information?

Confidential records are maintained about any complaint or appeal received. This includes all correspondence during the process. Your information is used to investigate and resolve your concerns. It is also used to improve the services we provide and help us better understand local community needs.

You may choose to provide anonymous feedback. However, this will restrict our ability to fully address your concerns.

How else can I provide feedback?

We regularly seek feedback from clients and key stakeholders. This occurs by conducting surveys and working closely with the Tenant Advisory Group. The Tenant Advisory Group aims to provide tenants with greater access to information, advice and opportunities. All tenants are welcome to join.

Contact details and office hours

Brisbane Office	Ipswich Office	Gold Coast Office
PO Box 508 41 Brookfield Rd Kenmore Qld 4069 Phone: 3327 1674	PO Box 252 Booval Fair 200 Brisbane Rd Booval Qld 4304 Phone: 3436 8900	Unit 2 36 Harvest Court Southport Qld 4215 Phone: 5503 0974

Office hours are Monday to Friday from 8.30am to 4.30pm.

Email: housingservices@cofcqld.com.au
Web: carehousingservices.com.au

Please advise if you require any documents translated into another language or provided in another format.

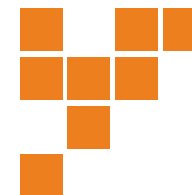
Churches of Christ Care Head Office

41 Brookfield Road, Kenmore Qld 4069
Phone (07) 3327 1600
care.cofcqld.com.au

About Churches of Christ in Queensland

Churches of Christ in Queensland is a group of mainstream Christian churches which has been an active part of the Queensland community for 130 years. We are a significant presence within Queensland and Victoria with over 200 services in more than 100 communities, touching tens of thousands of lives each year.

For more information on Churches of Christ in Queensland visit cofcqld.com.au



Bringing the light of Christ into communities

A division of Churches of Christ in Queensland and working with Churches of Christ in Vic/Tas

Your feedback matters

Churches of Christ Care is committed to providing high quality housing services. To achieve this, client feedback is encouraged. Feedback may include suggestions, compliments and complaints about a particular service, experience or event.

Providing feedback

We welcome feedback from clients and anyone who interacts with our services. This includes tenants, applicants, property owners, community members and other stakeholders.

Suggestions

We consider all suggestions and, where possible, put them into action. Suggestions can be ideas for improving the services we provide, ideas for new initiatives or ideas for extra services that are not currently offered.

Compliments

We are always delighted to hear from you when you have been happy with a service you have received or if the interaction you have had with staff or contractors has been exceptional. This may include something that has been done particularly well, or a problem resolved quickly.

Complaints

If you are not satisfied with the service you have received or if you feel something was unreasonable or not to an acceptable standard, please let us know.

If you are not happy with the outcome of a complaint and would like a decision to be reconsidered, you can request an appeal.

If there is a misunderstanding, a mistake or a need to change the way something is done, we want to know.

Complaining about a neighbour

Everyone is entitled to the quiet enjoyment of their home and to live in peace and harmony with their neighbours. As a community housing landlord, Churches of Christ Care takes all reasonable steps to support this. However, we can only intervene when there is a breach of the Residential Tenancy Agreement.

Should you have trouble with your neighbour, you can ask for a copy of the Resolving Your Neighbour Issues Information Sheet for tips and advice on handling the situation.

You should always attempt to settle any disagreements or disputes with your neighbours before they become serious and before you make a complaint. Consider how you would feel if someone made a complaint about you without talking to you first. If you do not believe it is possible to resolve the issue with your neighbour, make a complaint.

We will document and investigate all alleged breaches of the Residential Tenancy Agreement, but cannot investigate criminal matters. These should be referred to the police.

Appeals

Churches of Christ Care makes decisions based on set policy guidelines that aim to be fair to everyone. These policies are developed in accordance with legislation and agreed standards of service for community housing providers. You may not always agree with a decision made and you have the right to appeal.

Starting the process

If you have any problems or concerns you should talk to us. Firstly, contact the staff member you think is responsible for rectifying the problem. Explain the problem and how you think it could be resolved. If you are not sure who you should talk to, please ask.

We will always try to provide clear and accurate information about any situation. However, where another tenant is involved, we cannot provide information on any action the organisation may take due to privacy obligations.

Lodging feedback and appeals

To lodge suggestions, compliments, complaints or appeals, please complete the Feedback, Complaints and Appeals form. The form provides a guide to all information required and is available in the Tenant Start-up Pack on the website and at all regional offices. Alternatively, you can send a letter or email. Contact details are on the back of this brochure.

When lodging feedback or an appeal, describe what happened and why you are not satisfied. Detail what action you think should be taken, how the problem is affecting you and how urgent it is. You should also advise if you require an interpreter or someone to help you.

Churches of Christ Care will always try to assist in lodging feedback and appeals. Staff are available at regional housing services offices to help complete the form. Assistance can be sought from an advocate, such as a tenancy advisory worker or support provider, or even a friend.

What next?

When feedback or appeals are received, they are acknowledged, in writing, within three working days.

The processes for feedback and appeals are as follows:

- **Suggestions** are logged in our Continuous Improvement System. Following assessment and, where possible, action is taken and feedback is provided to clients when an outcome is reached.
- **Compliments** are registered and used to determine if similar services can be provided to other clients as part of our improvement process.
- **Complaints** are forwarded on to the relevant housing services manager for investigation. The manager responds in writing, within 10 working days. If it is not possible to resolve the matter within this timeframe, an update and expected resolution timeframe will be provided. If unsatisfied with the outcome a client may lodge an appeal.