

# FEEDBACK, COMPLAINTS & APPEALS

## Can someone help me lodge my feedback?

We will always try to assist clients to lodge feedback or an appeal. Staff at our various offices can help you complete the feedback and appeals form or complete it on your behalf. You can also seek help from an advocate, such as a tenancy advisory service or support agency, or even a friend.

## Where can I get independent advice?

QSTARS is a free independent advice and referral service for all Queensland renters with a statewide advice number 1300 744 263.

QSTARS can assist you with:

- help to understand your rights and responsibilities
- advocacy support to talk to your lessor or agent
- help to write a letter or fill in tenancy forms
- help to attend or prepare for a QCAT hearing
- referrals to other services if needed.

## How else can I provide feedback?

We regularly seek feedback about our performance from our residents and other key stakeholders. This includes surveys and working closely with the Churches of Christ Housing Services Tenant Advisory Group.

The Tenant Advisory Group aims to provide residents with greater access to information, advice and opportunities. They are also actively involved in changes relating to the housing services received as well as building networks and connections with their local community. All residents are welcome to join.

## 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 respond to your concerns.

## Contact details and office hours

### Brisbane

PO Box 508  
41 Brookfield Road  
Kenmore Qld 4069  
Phone: 07 3327 1674  
Fax: 07 3878 7204

### Ipswich

PO Box 252  
200 Brisbane Road  
Booval Qld 4304  
Phone: 07 3436 8900  
Fax: 07 3282 2790

### Gold Coast

120 Queen Street  
Southport Qld 4215  
Phone: 07 5539 7655  
Fax: 07 5532 9792

### Caloundra

8 Cooma Terrace  
Caloundra Qld 4551  
Phone: 07 5492 8439  
Fax: 07 5438 2512

### Bribie Island

52 Cotterill Avenue  
Bongaree Qld 4507  
Phone: 07 3410 3751  
Fax: 07 3408 3786

After hours emergencies: **1800 446 604**

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

Email: [housingservices@cofcqld.com.au](mailto:housingservices@cofcqld.com.au)

Web: [cofc.com.au/housing](http://cofc.com.au/housing)

*If you require an interpreter, call TIS National on 131 450 and ask them to call Churches of Christ Housing Services on 1800 406 566.*

### Churches of Christ in Queensland Head Office

41 Brookfield Road, Kenmore Qld 4069  
Phone: 07 3327 1600  
[cofc.com.au](http://cofc.com.au)

**Churches of Christ in Queensland** is a church and community organisation that includes a group of affiliated, mainstream Christian churches and a range of care and community services and faith-related groups. We have been an active part of the Queensland community for more than 130 years and are a significant presence within Queensland with over 200 services in more than 100 communities. We also work in partnership with Churches of Christ in Victoria and Tasmania.

For more information about Churches of Christ in Queensland, visit [cofc.com.au](http://cofc.com.au)



*Bringing the light of Christ into communities*



## Churches of Christ Housing Services respects the right of all clients to provide feedback including the right to make a complaint or appeal a decision.

We value your feedback and use it to improve our services and the way they are delivered.

### Compliments

If you have been happy with the service you have received or the interaction you have had with our staff, we would be delighted to hear from you. Positive feedback helps us ensure other clients benefit from the same experience.

### Suggestions

If you have an idea for improving the services we provide or an idea for a new initiative, we would love to hear it. We will consider all suggestions and wherever possible, put them into action.

### Complaints

We always aim to provide the best possible service. However, there may be times when you are not satisfied with the quality of service you have received from us.

If you feel something was unreasonable or not to an acceptable standard or response, please let us know. We will try to remedy the situation and learn from it.

If you feel a decision we have made is unreasonable and would like it reviewed, you can first request an appeal.

### Appeals

As a regulated housing provider, we make decisions based on policy guidelines that aim to be fair to everyone. These policies are developed in accordance with legislation and agreed standards of service for providers.

If you do not agree with a decision we have made, you have the right to appeal it. Some examples include:

- being declined for a property or a transfer
- refused permission to make property alterations
- a declined application to keep a pet
- the result of your rent or eligibility assessment
- the outcome of a complaint you made
- a notice you receive (breach or notice to leave).

## What if I have a complaint about a neighbour?

Churches of Christ Housing Services is committed to building safe and sustainable communities where everyone can enjoy the comfort of their home and live in peace and harmony with their neighbours.

We support residents to foster healthy communities in a number of ways but there will be times when residents are impacted by neighbour disputes and anti-social behaviour.

We encourage all residents to settle disagreements or disputes with neighbours before they become serious and before making a complaint.

If you are experiencing problems with a neighbour's behaviour and you do not believe it is possible to resolve the issue, you have the right to make a complaint.

We will investigate all alleged breaches of the residential tenancy agreement but we cannot act on the behalf of the police and investigate criminal matters or intervene in personal disputes.

More information on dealing with neighbour disputes and anti-social behaviour is available in your tenant handbook and on our website.

## How can I give feedback or appeal a decision?

If you ever have any concerns, you should talk to us first. Contact the staff member you think is responsible for resolving the problem and explain how the issue is affecting you and what you think should happen.

If you proceed to lodge a complaint or appeal, detail what happened and why you are not satisfied as well as the action you think should be taken and how urgent it is.



Feedback and Appeals Form available in your Tenant Start-up Pack or from a housing office



[cofc.com.au/housing](http://cofc.com.au/housing)



[housingservices@cofcqld.com.au](mailto:housingservices@cofcqld.com.au)



1800 406 566

## What happens next?

Once we receive your feedback or appeal, we will issue an acknowledgment within three working days. We will then:

<b>Compliments</b>	Communicate the positive feedback to staff and management to ensure the same level of service is delivered to other clients.
<b>Suggestions</b>	Assess whether the idea can be implemented and provide feedback.
<b>Complaints</b>	Assign your complaint to a manager who will investigate the matter and provide an outcome within 10 working days.
<b>Neighbour complaints</b>	Allocate your complaint to a manager who will assess if there is a possible breach of tenancy legislation and if an investigation is required. The manager may then assign a housing officer or specialist anti-social behaviour officer to manage the issue. Please be aware that it's not always possible for us to provide the details of actions we have taken due to privacy obligations.
<b>Appeals</b>	Assign to a manager who will review the decision and provide an outcome within 10 working days.

The manager assigned to handle your complaint or appeal, will not be the person you have complained about or who made the decision you are appealing. The manager handling the issue will also provide updates if they are unable to resolve the matter in the applicable timeframes.

## What happens if I don't agree with the outcome of my complaint or appeal?

If a complaint or appeal has not been resolved to your satisfaction, you have the right to escalate your concerns to the General Manager of Churches of Christ Housing Services who will review the outcome or refer to an external authority or advocacy service.

The applicable external authority may investigate the matter or provide mediation. External authorities may include the Department of Housing and Public Works, the Residential Tenancies Authority (RTA) or the Queensland Civil and Administrative Tribunal (QCAT).

Residents can also seek advice from the Queensland Statewide Tenant Advice and Referral Service (QSTARS).