

INCH's Complaint or Appeal Flow Chart and Forms

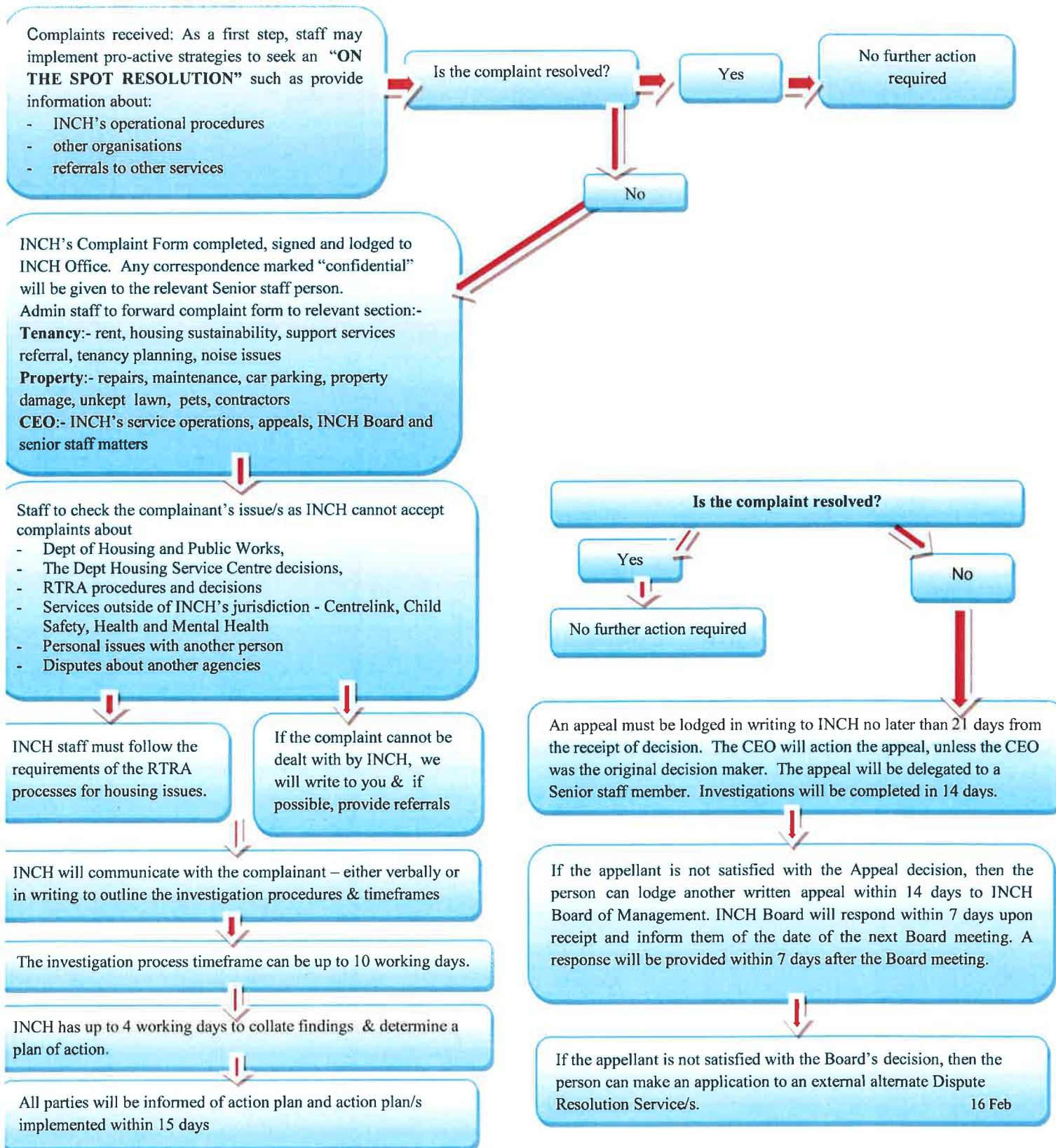
INCH will deal with all complaints and appeals in a fair and just manner and without discrimination.

INCH welcomes information and feedback from clients and/or stakeholders as it enables us to continually improve the quality of our service delivery.

Complaint – a complaint arises when a person or organisation expresses dissatisfaction about any aspect of INCH service.

Appeal – an appeal is the process to be followed if a person or organisation is not satisfied with a decision/s that has been made by INCH with regards to a complaint or dispute.

INCH accepts anonymous complaints but issues raised may not be actioned (unless it falls under legislation requirements where action must be taken). The issue will be noted and /or reviewed or continuous improvement purposes.





Formal Complaint Form

INCH Housing Inc. will deal with all complaint and appeals in a fair and just manner and without discrimination. INCH views complaints in a positive way. We welcome complaints, as this is one avenue for us to resolve raised issues together. Also it assists INCH Housing Inc. to continually improve our services to our clients and stakeholders. INCH staff cannot make decisions outside of their delegated authority, against INCH's policies and procedures, funding guidelines, Management Agreements, *Residential Tenancies and Rooming Accommodation Act 2008* and *Property Law Act 1974*.

Your Details – Complainant

Name: _____

Address: _____

Email: _____

Mobile: _____ Home/Work: _____

With Whom – Complaint about

Name: _____ Address/ Email _____

Mobile: _____ Home/Work: _____

Please tick one or more of the boxes below.

- | | | | |
|-----------------------------------|--------------------------|------------------------------------|--------------------------|
| Untidy premises | <input type="checkbox"/> | Long term personal conflict | <input type="checkbox"/> |
| Dispute or Disruption | <input type="checkbox"/> | Police Attendance /Action | <input type="checkbox"/> |
| Neighbourhood & other disruptions | <input type="checkbox"/> | INCH Housing Inc. Service Delivery | <input type="checkbox"/> |
| Behaviour | <input type="checkbox"/> | Other | <input type="checkbox"/> |

TYPE OF COMPLAINTS' EXPLANATION

Untidy Premises

- Long Grass
- Rubbish or junk in yard
- Car wreck in yard
- Poor housekeeping

Long Term Personal Conflict

- Personal Dislike
- Conflicting values (eg. Moral or Religious)
- Harassment
- Inappropriate environment (eg. A young family in a block of units which is predominantly occupied by tenants with no children and no play area or facilities exist.

Disputes or Disruptions

- Loud Noise outside of legal requirements
- Annoying neighbours with noise or unruly behaviour
- Noise from equipment TV, stereo or radio
- Nuisance caused by pets
- Car parking disputes.
- Occasional loud party.

Police Attendance/ Action has Occurred

- Tenants or household members are in physical danger or at risk.
- There is serious risk to others in the neighbourhood
- Risk to property
- Domestic disputes
- Anti-social behaviour
- Evidence of illegal activity, eg robbery, drug, violence, theft.

Neighbourhood & Other Disruptions

- Anti-social behaviour.
- Disruptive behaviour affecting neighbourhood
- Domestic disputes.

INCH HOUSING INC. Service Delivery Areas

- Administration and/or Reception
- Tenancy Services
- Property Services

If insufficient space for any of the following questions, please attach a separate sheet/s.

Name/s of those involved

Name/s of those who witnessed the incident

Date, time and place of the Incident

Details of Incident (Please attach any supporting evidence i.e photos, police report)

Steps you have taken so far to resolve the complaint

What would you like to see occur to prevent repeat occurrence in the future

I understand and agree that:

INCH Housing Inc. will collect, store, use and disclose information in this document in accordance with the *Privacy Amendment Act 2012* - Australian Privacy Principles (APPs). INCH staff will apply INCH's Complaints and Appeal policy and procedures to investigate and to seek resolution/s.

Also I understand that should this matter proceed to the Queensland Civil & Administrative Tribunal (QCAT), a copy of this complaint form signed by me and any support evidence may be released by INCH Housing Inc. to QCAT and any parties relating to the hearing, and I could be invited to attend the hearing in person.

To the best of my knowledge, the information provided on and in conjunction with this form is true and correct. I/We understand that it is an offence to knowingly provide INCH Housing Inc. with false or misleading information.

Name: _____ Signed: _____

Date: _____