

Providing feedback or making a complaint regarding your housing at CPL

What you think about our services and how we can improve them is very important to us. It helps us provide the best possible service to you and others. We want you to know you can bring anything to our attention, no matter how large or small, knowing your confidentiality will be respected and it will not affect the services you receive.

During the process:

- You have the right to remain anonymous.
- CPL will assist you to access an advocate, if required. This can be a friend, family member or independent advocate.
- CPL will try to facilitate access to an interpreter, if required.
- Where complaints allege criminal or corrupt action or breach of human rights, CPL will refer matters to police and/or relevant authorities. Personal information will be managed in accordance with the Privacy Act 1988.

STEP ONE

Please raise specific issues directly as they arise by calling your CPL Tenancy Manager or emailing tenancy@cpl.org.au. If you prefer not to talk to your CPL Tenancy Manager, you can also call our Customer Service Hub on 1800 275 753, visit www.cpl.org.au, send an email to complaints@cpl.org.au or send a letter to PO Box 386, Fortitude Valley, QLD 4006.

STEP TWO

You will be advised in writing of the outcome of your complaint and CPL will continue to keep you updated with the progress of your feedback or complaint. If you have concerns about how your complaint is handled, you can contact CPL's Complaints Department via the contact information above to review how your complaint was managed.

STEP THREE

If you are still unhappy, you may wish to contact the following relevant authorities:

- Residential Tenancies Authority on 1300 366 311 or www.rta.qld.gov.au
- Qstars on 1300 744 263 www.qstars.org.au
- NDIS Quality and Safeguards Commission on 1800 035 544 or www.ndiscommission.gov.au
- Commonwealth Ombudsman on 1300 362 072 or www.ombudsman.gov.au/what-we-do/working-with-people-with-disability
- Office of the Public Guardian in Queensland on 1800 653 187 or publicguardian@publicguardian.qld.gov.au
- The Public Guardian - New South Wales on 1800 451 510 or www.publicguardian.justice.nsw.gov.au
- Queensland Human Rights Commission on 1300 130 670 or www.qhrc.qld.gov.au
- Aged Care Quality and Safety Commission on 1800 951 822 or www.agedcarequality.gov.au

1. Your details:

It is not mandatory that you provide this information, however if you would like us to respond to your complaint or keep you up to date we will need your details.

Name:			
Phone:		Email:	
Address:			
Suburb:		Post Code:	

2. I am unhappy about

Please explain what has happened and when it happened

The incident/issue occurred on [insert date(s)]	
At [insert time(s)]:	
At [insert location(s)]	
What happened and who was involved?	

3. What I have done to try and resolve the problem

Please tell us about any conversations, letters, visits or meetings

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Tenant Feedback or Complaint Form

4. How I believe CPL could assist in providing a solution

Please tell us what you think would resolve the problem

5. Other Information

To enable CPL to respond to your complaint in the best way possible, please tell us about anything else we need to be aware of. For example, you could attach copies of any relevant letters or documents. Please remember to keep a copy of the form and any letters or documents you submit to CPL

Please tick here if you would like CPL to arrange an interpreter

☐ Yes

Preferred language

Signature:

Date



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Tenant Feedback or Complaint Form

Office use only

Reference number:	
Complaint Received By: (Print Name)	
Date Received:	
Number of Additional Pages	

Record of action taken:		
Name	Action	Date