

AFFORDABLE HOUSING SPECIALISTS

Contact Us

By visiting us at 212 Walsh St, Mareeba.

We are open Mon - Fri, 9:00am - 5:00pm

Call us on 07 4092 6899

Email us at reception@mchc.org.au

Website www.mchc.org.au

Complaints, Feedback & Appeals



The Street to Home and Home Stay Programs are funded by the Department of Housing and Public Works

Adequate, Stable & Safe Housing

For Everyone



Mareeba Community
Housing Company

What is a complaint

Complaint – Grievance, objection or criticism towards the company and their staff in the delivery of housing and tenancy services.

Appeals – Demands, request or review of a decision that directly involves the services and delivery of housing and tenancy services.

A complaint may be made in person, telephone, email or writing. If a complaint is made in person, the person receiving the complaint shall record the complaint in writing, request the complainant sign it and forward to the relevant manager.

Complainants who request assistance to lodge a complaint can be assisted inhouse or can be referred to an advocacy service for support. A list of advocates is available from the office.

Members of MCHC Board of directors and its employees will act and conduct themselves in a courteous and professional manner and are expected to have clear understanding of the appeals process.

Privacy and confidentiality will always be observed by staff and only those directly involved in a compliant process need access to private information.

Anonymous Complaints

Persons may choose to remain anonymous. When an anonymous complaint is received, the complaint will be considered to determine whether sufficient information has been received to evidence the complaint.

Provided sufficient information has been received, it will be managed and investigated in the same way as identified complaints in accordance with the process below.

Feedback and advice to the persons making an anonymous complaint and the progress of and any decision on completion of the investigation, cannot be provided where the complainant is anonymous.

Feedback

Feedback is welcome and respected.

Suggestions contained in respectful feedback will be considered in our annual quality compliance review.

Tenancy Related Disputes

If the conflict or grievance is tenancy related and is covered by the Residential Tenancies Act, then the matter should be immediately referred to the Residential Tenancies Authority or a tenant's advocacy service.

This information is outlined the Tenant Information Kit and links to the RTAA website.

Determination of the conflict referred to the residential Tenancies Authority or the tribunal shall be deemed to be final.

Tenants are encouraged to speak directly to the housing manager initially to make a complaint or offer feedback on the housing and tenancy services of the company.

Human Rights Act

The Human Rights Act 2019 requires all public entities in Queensland to act compatibility with human right and to give proper consideration to human right.

Mareeba Community Housing Company are committed to upholding your rights under our complaints process.

For Further Information Please Contact us

