

## Further investigation

If you are unhappy with the outcome of a complaint or appeal, there are a number of external bodies who may be able to assist you. They are:

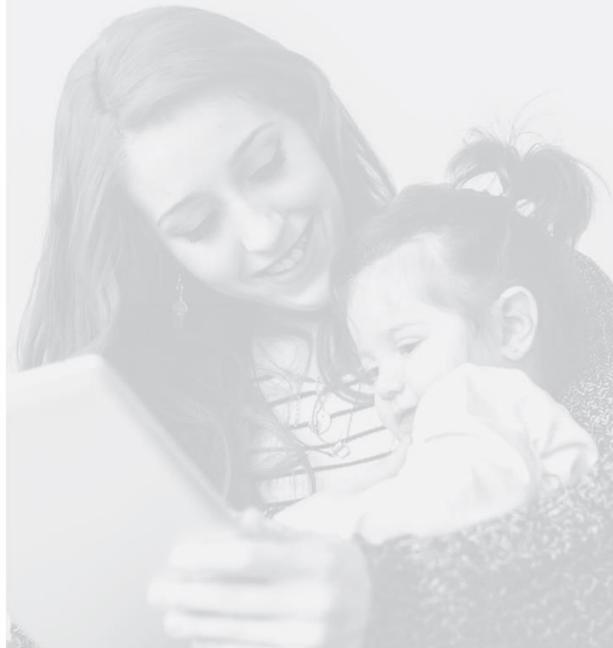
Tenants Queensland  
1300 744 263

Department of Housing & Public Works  
Townsville Housing Service Centre  
07 4724 8400

Residential Tenancies Authority (RTA)  
1300 366 311

North Qld Dispute Resolution Centre  
1800 809 605

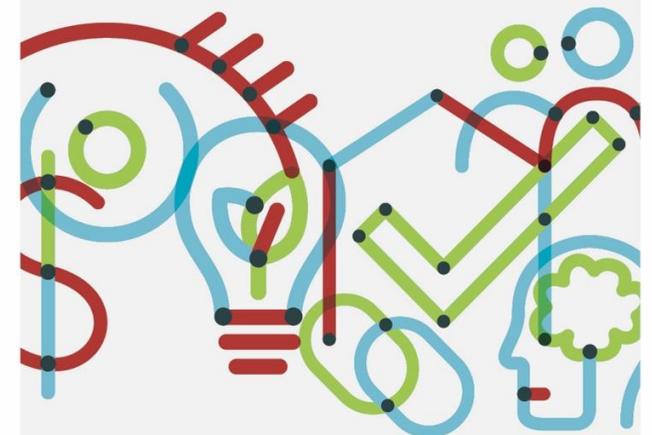
## PROVIDING A PATHWAY HOME



T 07 4772 5530  
W [www.c2chousing.org.au](http://www.c2chousing.org.au)  
E [enquiries@c2chousing.org.au](mailto:enquiries@c2chousing.org.au)  
294-296 Ross River Road  
PO Box 1252  
Aitkenvale Qld 4814



## COMPLAINTS & APPEALS





## How do I make a complaint?

Complaints can be lodged in a number of ways:

- In person
- By telephone
- In writing, by post or email

Complaints should be addressed to the Client Service Manager, and will be acknowledged within 48 hours of being received by C2C.

## What happens after my complaint is lodged?

Your complaint will be investigated, and further information may be requested if necessary.

A response to the complaint will be provided in writing within 14 days of your complaint being lodged.

## What is an appeal?

You can request an appeal if a decision has been made by C2C that you don't agree with and wish to be reviewed.

Some decisions cannot be appealed, such as:

- Rent arrears recovery procedures
- Breaches of the *Residential Tenancies & Rooming Accommodation Act 2008*
- Decisions made regarding the waiver of outstanding debts
- Assessable income when determining rent payable
- Income identified through Centrelink's Income Confirmation Service

## How do I lodge an appeal?

Appeals must be lodged in writing using the appropriate form. Contact C2C to request a copy of this form. Appeals must be lodged within 28 days of being given notice of the decision. Appeals should be addressed to the Client Service Manager, and will be acknowledged within 48 hours of being received by C2C.

## What happens after my appeal is lodged?

Appeals will be reviewed and considered, along with relevant legislation and C2C Policies and Procedures. Further information may be requested regarding the appeal if necessary.

A response to the appeal will be provided in writing within 28 days of the appeal being lodged.

## Our commitment to you

Clients of Coast to Country Housing Company (C2C) have the right to have complaints heard and dealt with in a systematic way. Complaints will be addressed promptly, fairly and have privacy respected.