Housing Complaint Management Policy

1. PURPOSE

The purpose of this policy is to provide a clear, consistent and transparent framework for ensuring that the local government principles are reflected in the Housing Complaint Management Policy.

2. SCOPE

This policy applies to all tenants, Council Officers, and applicants of Council Social Housing Register.

This policy sets out the principles of how to manage a complaint when received. Our aim is to ensure:

(a) Clients who are not satisfied with tenancy management services are able to access Council's housing complaint process.

(b) Effective handling of client complaints through a promptly, professional, and transparent process.

(c) Clients trust the complaints management process will improve the quality of tenancy services provided as well as resolving disputes with respect and cultural sensitivity as appropriate.

This policy covers complaints lodged regarding the following Tenancy Management actions:

(a) Application for Social Housing process;

(b) Allocation of Housing process;

(c) Change of Tenancy process; and

(d) Rent Assessment process.

All other complaints shall be dealt with under Council's Complaint Management Policy.

3. LINK TO CORPORATE PLAN 2025-2030

TSIRC Corporate Plan 2025-2030

Outcome 1: Strengthening Our Communities
1.1 Provide Suitable Public Housing

- Work with the State and Federal Governments and community to ensure that all Torres Strait Island communities have access to safe, secure and culturally appropriate housing.

Outcome 2: A Proactive and Responsible Council
3.1 Provide Good Governance and Leadership

- Ensure responsible financial management and sustainability.
- Ensure compliance with legislative requirements and regulations, uphold the

Council's legal obligations, and make ethical decisions in the best interest of the community.

4. POLICY STATEMENT

4.1 Tenant Complaint Levels

(a) **Level one**: Complaints are straightforward and have minimal impact on Council tenancy management; they require minimum investigation and shall be dealt with at the point of service.

(b) **Level two**: Complaints are of a more serious nature and have potential to impact negatively on Council's tenancy management standards. This level of complaint requiring substantial investigation shall be dealt with by the Manager Housing.

(c) **Level three**: Complaints are generally complex and significant and have potential to cause lasting detriment; they usually require comprehensive assessment and shall be dealt with by the Executive Director Community Services.

4.2 Failure to abide by Council Principles

If a Council employee, Councillor, contractor, or agent does not conduct themselves strictly in accordance with the Local Government and Ethics Principles, they shall be thoroughly investigated by appropriate personnel. If proven guilty, appropriate disciplinary actions in accordance with Council policies apply.

5. REPORTING

Nil.

6. DEFINITIONS

- **Administrative Action Complaint**: A complaint about an administrative action of Council, including a decision, failure to make a decision, or the formulation of a policy.
- **Complainant**: A person or entity making a complaint.
- **Complaint**: An expression of dissatisfaction about Council's service, action, or decision, where a response or resolution is expected.

7. RELATED DOCUMENTS AND REFERENCES

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Housing Act 2003*
- *Housing Regulation 2003*
- *Residential Tenancies and Rooming Accommodation Act 2008*

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- *RTA Regulation 2024*
- *Social Housing Policy*
- *Social Housing Application Policy*

8. REVIEW

Policy type:	☒ Council ☐ Administrative
Directorate:	Community Services
Responsible Officer:	Manager, Housing
Authorised on:	21 July 2026
Next review date:	February 2028 (This policy will be reviewed every two years or as required by changes in legislation).
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