

## Vision Statement

"We provide access to housing to create:  
A region that provides an affordable place to live for all.  
An inclusive community that creates a sense of belonging  
An economy that enables people to participate and flourish."

## Mission Statement

A not-for-profit community and affordable housing company with individuals at the heart of our mission to:

- **Transform Lives** – by supplying homes for people with a pathway to affordable living
- **Promote Social Inclusion** – by providing a place to live for those in greatest need
- **Contribute to Economic Development** – by providing key worker accommodation and stimulating construction activity that builds a sustainable community

## Our Values

**External Values**—We are:

**Person Centered**—respecting people and helping them to fulfil their aspirations

**Local** – focused on creating stronger communities across our regions

**Innovative** – creatively designing and implementing sustainable housing solutions

**Collaborative** – Working with others in a transparent, accountable and purposeful way

**Operating Values (how we conduct our business)**

**We value work that is:**

**Team orientated** – Individually and collectively working and contributing to a team culture

**Ethical** – ensuring integrity and transparency in our business

**Professional** – Consistently applying our skills, knowledge and expertise to our work

**Dedicated** – operating in a manner that secures high levels of performance and continuous improvement in our approach

### Head Office (Sunshine Coast)

PO Box 324 (Level 1, 52-64 Currie St)  
Nambour QLD 4560

### Caboolture Office

Suite 8/42-44 King Street, Caboolture  
Kingsgate Centre

**Office hours:** Mon—Tues—Thurs—Fri

9 am—4pm

Wed: 1pm—4pm (Sunshine Coast)

Wed: Closed (Caboolture)

**Phone:** 1300 796 716

**Fax:** (07) 5451 2909

**Email:** [admin@coast2bay.com.au](mailto:admin@coast2bay.com.au)



# Complaints Management for Tenants & Stakeholders

Funded by



Coast2Bay Housing Group does not tolerate any form of discrimination. All clients have the right to receive services free of discrimination and harassment.

**All clients are treated with dignity and respect.**

[www.coast2bay.com.au](http://www.coast2bay.com.au)

## Our Commitment to you

Coast2Bay is committed to providing high quality customer service to our tenants and stakeholders. We value complaints and use them to help us improve our service to you. If you are dissatisfied with our service please tell us. This brochure describes what is defined as a complaint how you can make one and what you can expect from Coast2Bay.

### In addressing a complaint the following principles apply

- ✓ Clients have the right to complain
- ✓ Clients will not be discriminated against or denied services for lodging a complaint
- ✓ Clients will be treated fairly and with respect at all times
- ✓ All complaints are addressed in an appropriate and timely manner
- ✓ Clients can have a support person or advocate assist or represent them in dealing with their complaint
- ✓ All relevant evidence will be considered
- ✓ Decisions are fair, just and free from bias.

## When to Complain?

As a client of [Coast2Bay Housing Group](#) you have grounds for complaint if you feel there has been:

- ✓ A breach of confidentiality or privacy
- ✓ Denial of rights
- ✓ Discrimination or harrassment
- ✓ Unprofessional behaviour by our staff
- ✓ Poor or misleading advice
- ✓ Unsatisfactory standard of service.
- ✓ Failure to provide service
- ✓ Delays in responding to your enquiries/ requests.

We aim to resolve all complaints quickly, we will always acknowledge your complaint and give you an expected timeframe to resolve. It. This usually will be within 1-5 working days, however sometimes there are circumstances where this is not possible and more investigation needs to be undertaken.

**Some matters cannot be referred to [Coast2Bay Housing Group's](#) Complaints, Management Procedure( e.g. most tenancy matters particularly those referred to the Police or lodged in QCAT.**

## The Process

Complaints can be verbal or in writing, anonymously or via a third party. If you need assistance with putting a complaint in writing or assistance with interpreters we can help.

### We will

- ✓ Listen to your concerns.
- ✓ Give you information and support
- ✓ Always try to resolve your complaint as soon as possible.
- ✓ Keep you informed of your complaint's progress within reasonable timeframes.
- ✓ Provide you with referrals to appropriate advocacy or support agencies whenever necessary.

**We welcome** your complaint in writing whenever possible, this assists us to deal with the facts of the complaint and be able to investigate thoroughly. We have a Tenant and Stakeholders Complaint Form to make this easier for you.

You can submit your complaint in person at either of our offices in Nambour and Caboolture, by phone, in writing, or by email to [admin@coast2bay.com.au](mailto:admin@coast2bay.com.au).

## What happens after I complain?

If Coast2Bay is unable to resolve your complaint or you are unhappy with our response, talk to us. We may investigate further or refer you to another service for assistance:

Residential Tenancies Authority : 1300 366 311

QSTARS: 1300 744 263

Community Legal Service: 5495 5916

ATSILS: 54527 633