27 June 2024   **CONFIDENTIAL**   **Gordon Craven**

46 Oval Avenue

The President   **CALOUNDRA QLD 4551**

Queensland Civil and Administrative Tribunal   **gordon@getmail.com.au**

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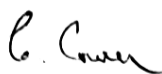BY EMAIL: QCAT.JudicialExecutiveAssistant@justice.qld.gov.au

RE: COMPLAINT MADE TODAY VIA QCAT SURVEY

Dear Madam President,

Today I have responded to the QCAT satisfaction survey 2023-24, whereby I included a verbatim extract from my online publication at: https://Coronis.Rentals which takes the form of a complaint.

Given the seriousness of my complaint, and the delay in getting it resolved by way of the Appeal APL305-23, I believe it is appropriate to bring it directly to your attention, and as such the extract is copied below as a complaint.

Yours Sincerely

Gordon Craven

THE COMPLAINT

PREDICTABLE RESULT - Q1363-23

Yes predictable given my previous experience of how QCAT operates (which has been confirmed by the Residential Tenancy Authority). At the First Hearing you can come before an arrogant and (in my experience of having an Application dismissed for using the wrong form, in a matter that QCAT does not provide a form for, i.e, subsection 12(4)(c) of the QCAT Act... *Trader v Trader*) incompetent "*Adjudicator*"*,* who only wants to get rid of the matter in around 15 minutes, by quickly scanning the material while (at this Hearing), gleefully being misled by a lying Property Manager's Bald-faced Lies, **to which the tenants were taken by total surprise and strongly objected out loud**, and to which the Adjudicator conveniently ignored. One could almost say they were mates, by the adjudicator being so gullible and actually answering issues on behalf of Ms. Black. In fact while being downright dismissive of the claim of Unconscionable Conduct by the tenants and their wish to have rental security by way of a long term lease of their family home, the adjudicator was so keen the accept the version of a lying Property Manager, she even came up with excuses that were **not materially relevant to the**

issue, such as wrongly legitimising a loophole that Property Managers use to override the legislation, and answering a question on behalf of Ms. Black, so as to assist the lying Property Manager's fabrication of false & misleading evidence. This QCAT Tribunal, while also being completely out of touch with Australian Consumer Law, not only invites and encourages procedural unfairness, it has become everso apparent that Real Estate & Rental Agents use this procedural unfairness to their advantage, by *Gaming the System* so... TENANTS BEWARE of CUNNING PROPERTY MANAGERS & INEPT ADJUDICATORS.

Lying to the QCAT Tribunal is an offence, and in all my (Gordon Craven) 30 odd years of experience at court hearings, I have never experienced anything close to the shabby bias and lack of procedural fairness encountered at this First Hearing. Ms. Black Coronis Property Manager had given notice that she would not be appearing at the Tribunal Hearing, but in fact surprisingly did appear via video (taking the tenants by surprise), despite her authority to appear on behalf of the First Respondents having expired, by reason of the expiry of the Tenancy Agreement.

SO the matter (as initially predicted) has been filed with the QCAT Appeal Tribunal. In my experience with Members of the Appeal Tribunal, they actually know what they are doing, and an excellent 5 Star result can be obtained, albeit the hearing taking many months to occur, and a further fee being required.

By viewing submissions to the Appeal regarding this disgraceful behaviour by Ms. Black and the Adjudicator, there can be found absolutely **zero evidence** to disprove the evidence that clearly shows Ms. Black to be a liar. One would have thought that QCAT would be keen to address the facts of a Property Manager lying to the Tribunal, which QLD Office of Fair Trading states to be a matter for Police Investigation. NOT SO, it is now nearing the end of June 2024 (10 months after the Hearing), and the Appeal Tribunal remains silent.

END OF COMPLAINT EXTRACT