

Complaints Resolution Process

At times two or more parties may not agree on a matter resulting in conflict compromising the peaceful enjoyment of community living.

There are many ways to resolve conflicts, and the best way is through simple discussion, good will, and common sense between the parties.

Most complaints can be resolved through direct discussion and negotiation however a process to resolve complaints is important to assist with resolutions.

Resolving disputes while minor is best to avoid escalating to time consuming and costly NSW Fair Trading Tribunal hearings

Lodging a Complaint

Informal

- Discuss with the other party any grievances as at times misunderstandings may arise through lack of communication. Simple discussion may find a solution.

Formal

- Submit in writing by email to admin@strataschemes.com.au or direct to your strata manager. Often your strata manager may be able to deal with your complaint and is able to get resolved to your satisfaction.
- If your complaint is not able to be resolved through your strata manager request to refer your complaint to Licensee in Charge for further assistance.
- Complaints will be dealt with promptly and in confidence.
- Complaints and Disputes are recorded in our Complaints and Dispute Register. Staff will record as soon as received either verbally or in writing on your behalf.
- Investigation will be undertaken of your complaint and/or dispute and a decision will be made and notified to you within 28 working days.
- Should there be exceptional circumstances causing a delay, we will advise you of the circumstances causing the delay and when we expect the matter to be resolved.
- If you are not satisfied with the outcome or the dispute and is not able to be resolved by our office, we will advise on further action options through external dispute resolution processes.