

# APPENDIX 1 COMPLAINT MANAGEMENT FORM (CMF)

## Allegation of a breach of the Strata Community Association (NSW) Code of Ethics

### Details of the Complainant

1. Your name

2. Your Company or Committee

3. Your postal address for Notices

Phone

Email

2. Address of your

(please tick one)  Strata Scheme

Community Scheme

Not a Scheme (Go to Question 6)

3. a. What is your Plan Number?

b. If you are in a Community Plan, how many lots are there in your complex?

c. If you are in a Community Scheme, is your lot in a...?

Community Plan  Neighbourhood Plan

Precinct Plan  Strata Corporation

4. If you are in a Strata Plan, are you lodging this complaint as the...?

Lot owner of lot   Original Owner  Lessor

Owners Corporation/Strata Committee  Occupier

Other (specify)

**OR**

If you are in a Community Plan, are you lodging this complaint as the...?

Lot owner of lot   Occupier  Association

Strata Corporation  Managing Agent  Occupier

Other (specify)

#### IMPORTANT NOTES:

Bringing a complaint against a SCA (NSW) Member (strata manager or strata services member), who holds a contract with the Owners Corporation, without the minuted, express consent of the Strata Committee (SC) or the Owners Corporation (OC), will not typically be considered by SCA (NSW).

The minuted SC or OC resolution to lodge a complaint is not required where the circumstances are very unusual and extreme, such as embezzlement or secret commissions, with the express approval of the committee being decided on a case-by-case basis.

5. Are you applying on behalf of the Owners Corporation/Strata Committee  Yes  No

If so, have you attached a copy of the minutes of meeting authorising the lodgement of this complaint?  Yes  No If "No", why not?

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## Details of the SCA (NSW) Member the subject of the complaint (Subject Member)

6. Please provide the name and contact details of the SCA (NSW) Member who is the subject of the complaint
- Name
- Company
- Address
- Phone
- Email
7. Are other parties the subject of this complaint?
- Lot owner of lot   Tenant/Occupier of lot
- Owners Corporation/Committee  Lessor
- Other (specify)
8. Have you tried to settle this dispute through the Subject Member's Complaints Management Process?  Yes  No
- If yes, please attach a short written statement with the details of that discussion (maximum 1000 words). If no, why? Attach a short written statement of explanation (maximum 1000 words).
9. When did you become aware of the issue?

## Details of the complaint

10. Have there been previous applications involving the same or related dispute?  Yes  No  
If yes, please provide details
11. Where has this complaint been referred to
- a. NSW Fair Trading?  Yes  No
- b. A court of law or tribunal?  Yes  No
- c. Any other authority?  Yes  No If yes, which one(s)?
12. What outcome are you seeking by lodging this complaint?

### IMPORTANT NOTE:

A complaint against a SCA (NSW) Member (Strata Manager Member or Strata Services Member) that has also been referred to another jurisdiction will be considered by SCA (NSW) typically after a decision is made in the other jurisdiction.

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13. What is the complaint you would like considered by the Professional Conduct and Oversight Committee?

Statement of Complaint

*Describe the complaint – required to be answered*

Breach of Code of Conduct

*Please indicate the part(s) of the SCA (NSW) Code of Ethics which you believe has been breached by the SCA (NSW) Member*

List the facts in chronological order

*Copies of documents may be attached but must be referenced here*

Any other relevant details

List of supporting evidence

You hereby consent to sharing the complaint including all the attachments to the relevant complainee and those required to assist in determining the complaint.

Consent to share the complaint

Yes

No

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## Person Completing Form

14. Name
- Position
- Date
15. Are you a member of SCA (NSW)?  Yes  No

Print Name

Date

Signature