

CODE OF CONDUCT COMPLAINT FORM

Allegation of a breach of the SCA Code of Conduct

Details of the Complainant	
Full Name	
Address	
Telephone	
Email	

Details of the Strata Community	
Strata / Survey Strata / Community Scheme	
Strata / Survey Strata / Community Plan Number	
Name/s of Strata Community	
Address	
Number of Lots	

Details of the SCA Member subject to this complaint (Respondent)	
Name	
Company	
Address	
Telephone	
Email	

Relevant Information	YES	NO
Is there a current Strata Committee?		
Are you a current member of the Strata Committee?		
Is the complaint made on behalf of the Strata Committee?		
Does this complaint have the support of the Strata Committee?		
Has this matter been raised with the Strata Committee? If YES – copy of response from the Strata Committee to be provided with complaint If NO – complaint may not be considered; please contact the Strata Committee		
Has the matter been resolved by the Strata Committee?		
If there is no elected Strata Committee, are you supported by other owners?		
Has the complaint gone (or been lodged) with the State Tribunal / another court of law or authority in your state?		

List of information required for this Complaint to be reviewed	Attached ?	If no, reason why.
Current Strata / Survey-Strata / Community Plan		
Last set of Strata Committee minutes		
Strata Committee minutes supporting this application		
If it is a financial matter, then the current adopted budget		
Nature of Complaint		
PLEASE NOTE: Writing "See attached" is not sufficient and your complaint will not be accepted, referencing is required.		
<p>1. Describe the complaint required to be answered, including reference to the section of the Code of Conduct that is being contravened.</p>		
<p>2. List the facts in chronological order – copies of documents may be attached but must be referenced here.</p>		
<p>3. Details of how you wish this matter to be resolved.</p>		
<p>4. Any other relevant details.</p>		

5. List of supporting evidence. (Evidence may include copies of letters, bank statements, strata committee minutes)

Important note: Bringing a complaint against a SCA member (strata community manager or strata supplier member) who holds a contract with the Strata Community, without minutes and express connect of the Strata Committee will not typically be considered by the Professional Standards & Membership Board Advisory Group (PSMBAG).

The minutes of the resolution to lodge a complaint is not required where the circumstances are very unusual and extreme, such as embezzlements, secret commissions, with the acceptance of the complaint being expressly approved by the committee on a case by case.

PRIVACY

SCA Ltd is committed to protecting the privacy and security of the Personal Information which it holds about you. The information you provide us within this form will be used by SCA PSMBAG to investigate your complaint and in any SCA disciplinary proceedings. SCA may disclose the Personal Information you provide to us to:

- The member in question and their representative;
- The Board of the state/chapter of Strata Community Association involved in the disciplinary process

PRIVACY

I/We understand that SCA will forward a copy of this complaint and any provided attachment/s to the Member.

Name: _____

Signed _____

Date: _____

Name: _____

Signed _____

Date: _____

For and on Behalf of the Strata Committee:

Name: _____

Signed _____

Date: _____

Name: _____

Signed _____

Date: _____

Complaint Application Fee: \$250.00 (nonrefundable)

Payee: Strata Community Association

Payment Options:

Direct Deposit: Macquarie Bank BSB: 182-222 Acct no: 303106959 Ref: *surname & membership number in your state/chapter*

Cheques: payable to 'Strata Community Association

Credit Card: may incur a fee – MasterCard/Visa – 1.9%, Amex – 3.03%

CREDIT CARD PAYMENT													
Please charge \$ _____ to my:												Visa / Amex / Mastercard	
Cardholder's _____													
Email: _____													
Card Number: _____													
Expiry date: _____				CCV _____				Phone: _____					
Signature: _____												Date: _____	

Remittance Advice:

Please return complete application form and supporting documents with your payment either by post or email to:

Post: SCA, Suite 101, Level 1, 845 Pacific Highway, CHATSWOOD NSW 2067

Email: admin@stratacommunity.org.au

Office use only:

Administrative Process	Yes / No	Date	Further Actions required
Complaint received			
Payment received			
Application complete			
Complaint in relation to SCA Code of Conduct			
Forwarded to SCA PSMBAG			
Complaint resolved – note outcome			