



STRATA BASE

OWNERS CORPORATION MANAGERS

Owners corporation complaint

Owners Corporations Act 2006 Section 152, Owners Corporations Regulations 2007 and Owners Corporation Rules

Details of person(s) making this complaint

Name(s)	
Lot number	
Lot address	
Suburb	
State	
Postcode	
Postal address (if different from above)	

Are you a (mark appropriate box with an X):

Lot owner

☐

Occupier (tenant)

☐

Manager

☐

Details of person(s) you are making the complaint against

Person(s) name(s)	Address (include lot number)

Are they a (mark appropriate box with an X):

Lot owner

☐

Occupier (tenant)

☐

Manager

☐

Details of complaint/alleged breach of the rules, Act or Regulations

Describe what the complaint/breach is about including dates and times (if known)

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What has been done to try to resolve this complaint? Please describe what you have done, who you have talked to and what they offered to do

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What remedy are you seeking – how do you want the problem to be solved?

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Declaration and signature of complainant

I declare that the above information is true and correct to the best of my knowledge. I agree that the information I have given in this form may be used or disclosed by the owners corporation to process and resolve this complaint.

Signature	
Date	

How to lodge this complaint

(Owners corporation to insert details)

By post (name and postal address)	
In person by	

Contact telephone number for complaints (owners corporation to insert telephone number)	
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What happens next?

- The owners corporation will consider the information provided and respond to you either by telephone or in writing advising you of its decision and the next steps in dealing with your complaint.
- If the owners corporation does not respond or you are unsatisfied with the outcome you can contact Consumers Affairs Victoria on 1300 55 81 81 or visit the [Consumer Affairs Victoria website](http://consumer.vic.gov.au/contact) (consumer.vic.gov.au/contact) who may be able to help conciliate the matter or you can apply directly to the Victorian Civil and Administrative Tribunal (VCAT) to hear your case. For more information on VCAT applications call 1800 133 055 or go to [Victorian Civil and Administrative Tribunal](http://vcat.vic.gov.au) (vcat.vic.gov.au).

Other important information

- In accordance with Section 158 of the *Owners Corporations Act 2006*, notices can only be delivered by post or in person.
- Your personal information is required by law to be disclosed to resolve the complaint.
- Details of all complaints and decisions are required to be reported to lot owners at the annual general meeting.
- Records of complaints must be kept by the owners corporation for 7 years.