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SCA (Vic) is a membership organisation which provides a forum for improved standards and education in the industry. It is not a regulatory or legal authority.

You may submit a complaint form against a currently registered member for consideration by the Board. The outcome for members found to be in continuing breach of SCA (Vic) standards and guidelines (or the law) may be membership cancellation. Unfortunately, there is no provision to assist or mediate to resolve your Owners Corporation complaint by SCA (Vic).

If you wish to undertake further steps for dispute resolution, please contact Consumer Affairs Victoria (CAV) to better understand the process, information provided below.

### **Contact Consumer Affairs Victoria (CAV)**

<https://www.consumer.vic.gov.au/contact-us>

Phone: 1300 55 81 81

### **General information for Owners Corporations**

<https://www.consumer.vic.gov.au/housing/owners-corporations>

### **Dispute Resolution in Owners Corporations**

<https://www.consumer.vic.gov.au/housing/owners-corporations/complaint-handling-and-resolving-disputes>

Including downloadable forms:

- Complaint
- Notice to rectify breach
- Final notice to rectify breach

### **Complaint by Owners Corporation**

If the complaint is by the Owners Corporation against a Lot Owner, Tenant or Manager, the next step is to apply for a hearing at VCAT.

For more information:

<https://www.vcat.vic.gov.au/case-types/owners-corporations/apply-owners-corporations>

### **Complaint by Lot Owner, Tenant or Manager**

If the complaint is by a Lot Owner, Tenant or Manager, the next step is to contact the Disputes Settlement Centre of Victoria (DSCV).

For more information:

<https://www.disputes.vic.gov.au/about-us/contact-us>

## **Complaint against an SCA Member**

If you wish to bring a complaint against an SCA Member (Strata Community Manager or Strata Services Member):

- Confirm that the Manager in question is a current SCA member at <https://directory.strata.community/>
- Ensure that the above steps via CAV / VCAT / DSCV are underway (retain application numbers, details etc.)
- Visit <https://www.vic.strata.community/vic-code-of-conduct>
- Download *SCA (Vic) Complaints Management Process*
- Complete online *Form to lodge a complaint with SCA (Vic)*