

COMPLAINTS & DISPUTE RESOLUTION PROCESS

CONSUMER AFFAIRS VICTORIA (CAV)

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 breach of SCA (Vic) standards and guidelines may be further training, receiving a warning, being suspended, or 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

Breaching the *SCA Code of Ethics* may result in the complaint being investigated by industry peers and a loss of reputation and business.

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://vic.strata.community/owners-corporation-info/complaints-process/>
- Download *SCA (Vic) Complaints Management Process*
- Complete online *Form to lodge a complaint with SCA (Vic)*
- The complaint will be investigated by a senior executive of SCA
- Findings will be released and any disciplinary action undertaken
- Disciplinary action may include undertaking training, receiving a warning, being suspended, being expelled
- Parties involved may request a review via an appeals process