

COMPLAINT AGAINST SCA (WA) MEMBER

Allegation of a breach of the SCA Australian Code of Conduct

Information for making a complaint about a Member of Strata Community Australia (WA)

Strata Community Australia (WA) Inc, SCA (WA) - formerly the Strata Titles Institute of Western Australia (STIWA), is the peak industry body for people and organisations working in the strata titles profession and associated industries in Western Australia.

Members of SCA (WA) are bound by a code of conduct. These rules of conduct are based on the principles honesty, integrity, fairness, courtesy and mutual respect. It is a condition of continuing membership of the association that members consistently apply this code to the conduct of their business within the Strata Titles Profession.

To assist in the preparation of your complaint please note the following:

SCA (WA) has established a Professional Standards Committee. The Professional Standards Committee is not a consulting body. It exists solely to ensure that actions by its members are in accordance with the Constitution and Code of Conduct of SCA (WA). Its powers are limited by the SCA (WA) Constitution, and are strictly limited to the disciplining of a Member. SCA (WA) does not become involved in matters of a commercial nature, such as retrieving monies or compensation, these are legal matters over which we have no jurisdiction.

Complaint Process:

A complaint will not be accepted unless you provide all the information requested including documentation in support of the complaint and a lodgement fee of \$250.00. Payment may be paid by cheque or EFT (see page 5).

Strata Community Australia (WA) will acknowledge your written complaint and advise you of further procedures.

The Professional Standards Committee meets once a month, the time taken to investigate a complaint varies from case to case, and will depend on a number of factors, including the response times from the Member and yourself to enquiries. The Professional Standards Committee does not in any way provide advice to the applicant.

If your complaint has been lodged with the State Administrative Tribunal (SAT), your matter can not be heard with SCA (WA).

Useful Information:

BEST PRACTICE SERIES – A copy of the following booklets can be obtained from our office for a fee of \$24 including GST. (These guides are free to SCA (WA) members). To obtain a copy or to enquire about membership, please contact our office on 08 9381 7084 or via admin.wa@stratacommunity.org.au

- Appointment of a Strata Company Manager
- Role of the Strata Company Manager
- Strata Company Financial Reports and Information

To ascertain if the person in your complaint is a Member of Strata Community Australia go to <http://wa.stratacommunity.org.au> and visit the Directory.

Completed Complaints can be sent to:

Strata Community Australia (WA)
PO Box 8105
SUBIACO EAST WA 6008

OR EMAIL TO: admin.wa@stratacommunity.org.au

COMPLAINT FORM

Allegation of a breach of the SCA Australian Code of Conduct

Details of the Complainant			
Full Name			
Address			
Telephone			
Email			
Details of the Strata Company			
Strata or Survey Strata			
Strata Plan Number			
Names of Strata Company			
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 Council of Owners?			
Are you a current member of the Council of Owners?			
Is the complaint made on behalf of the Council of Owners?			
Does this complaint have the support of the Council of Owners			
Has this matter been raised with the Council of Owners? If YES – copy of response from Council of Owners to be provided with complaint If NO – complaint cannot be considered, please contact the Council of Owners			
Has the matter been resolved by the Council of owners?			
If there is no elected Council of Owners are you supported by other owners?			
Has the complaint gone (or been lodged) with the State Administrative Tribunal (SAT)?			
List of information required for this Complaint to be reviewed	Attached?	If no, reason why.	
Current Strata Plan			
Last set of Council Minutes			
Council Minutes supporting this application			
If it is a financial matter, then the current budget			

Nature of Complaint

PLEASE NOTE: Writing "See attached" is not sufficient and your complaint will not be accepted, referencing is required.

1. Describe the complaint required to be answered, including reference to the section of the Code of Conduct that is being contravened.

2. List the facts in chronological order – copies of documents may be attached but must be referenced here.

3. Details of how you wish this matter to be resolved.

4. Any other relevant details.

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

Important note: Bringing a complaint against a SCA member (strata manger or strata services member) who holds a contract with the Strata Company, without minutes and express connect of the Council will not typically be considered by the committee

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 (WA) 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 (WA) Professional Standards Committee to investigate your complaint and in any SCA (WA) disciplinary proceedings. SCA (WA) may disclose the Personal Information you provide to us to:

- The member in question and their representative;
- The Council of Strata Community Australia (WA) involved in the disciplinary process

PRIVACY

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

Name: _____

Signed _____

Date: _____

Name: _____

Signed _____

Date: _____

For and on Behalf of the Council of Owners:

Name: _____

Signed _____

Date: _____

Name: _____

Signed _____

Date: _____

Payment:

A payment of **\$250.00** is required before the complaint will be referred to the Professional Standards Committee. This fee is refunded if the complaint is upheld.

Payee: SCA (WA)

Direct Deposit: Macquarie Bank; **BSB:** 186 –300 **Acct no:** 2202 36863 Ref: *surname*

Cheques: payable to 'Strata Community Australia (WA) Inc.'

Office use only:

<i>Date Rec'd</i>	<i>Correspondence</i>	<i>Outcome:</i>	<i>Closed:</i>
<i>Checked</i>			
<i>Fee paid</i>			
<i>Meeting</i>			

EMAIL TO: admin.wa@stratacommunity.org.au