

## Complaint Handling Policy

This document has been prepared to clearly outline our complaints management process and assist in setting out what is needed to make a formal complaint.

### COMPLAINT MANAGEMENT PROCESS

A person wishing to make a complaint may do so in writing to:

- the staff member they were dealing with at the time, unless you are making a complaint about this person;
- the Licensee in Charge, or if the complaint is about:
  - a product or service delivered by our company; the complaint will normally be dealt with by the relevant strata manager;
  - a staff member, the complaint will normally be dealt with by the Licensee in Charge and Human Resources;
  - the Licensee in Charge, the complaint will normally be dealt with by the Group CEO

Written complaints should be emailed to [paul@kooperlevi.com.au](mailto:paul@kooperlevi.com.au)

### PROCEDURES FOR COMPLAINT MANAGEMENT

Our Licensee in charge will be responsible for:

#### 1. Registering the complaint:

- registering the complaint in the company complaints register
- informing the complainant that their complaint has been received and providing them with information about the process and time frame

#### 2. Investigating the complaint:

- We will examine the complaint within 5 working days of the complaint being received
- We will inform the complainant via email within 10 working days of the complaint being received of what is being done to investigate and resolve the complaint, and the expected time frame for resolution. As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

#### 3. Resolving the complaint:

- Deciding or referring to the appropriate people for a decision within 20 working days of the complaint being received
- Informing the complainant of the outcome and if any further action needs to be taken.

#### 4. What if I am unhappy with the resolution?

- If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with Strata Community Association (NSW) or Fair Trading, their office will determine if it has the power to investigate your complaint.

**SCA (NSW) Code of Ethics** (Constitution Rule 40) Please [click here](#) to read the Code of Conduct.

### **Strata Community Association (NSW) Professional Standards Scheme**

Kooper & Levi Strata Management is a member of SCA (NSW).

The NSW Government under the Minister for Better Regulation and Innovation has approved a Professional Standards Scheme. This formal recognition by the NSW Government is first of its kind for the property services sector in Australia.

The scheme has been approved for 5 years, commencing from 1st July 2021. This approval means our business, Kooper & Levi, must adhere to a Code of Ethics including professional standards, and is monitored by Professional Standards Australia.

#### **What does this mean for you?**

At the forefront of this scheme, there is a further commitment to consumers to ensure high professional standards across the strata industry in NSW. This is in line with various other initiatives across NSW, including the NSW Government plan to rebuild the construction sector and restore confidence and professionalism.

The Professional Standards Scheme will bring to our clients a range of benefits, including:

The SCA (NSW) will oversee and self-regulate the conduct of all members within a structured professional framework.

In addition to our internal complaints handling process, the Professional Standards Scheme brings a further robust and independent complaints handling process, ensuring clients can be assured of an independent review and response.

An increase in Continual Professional Development (CPD) requirements for Strata Managers and Licensees in Charge, ensuring the industry remains up to date, educated and aware of their on-going responsibilities to the consumer.

At Kooper & Levi, we are committed to supporting the strata industry, contributing to the overall improvement, and providing an excellent customer experience.

If you have any questions regarding the Professional Standards Scheme, please contact [paul@kooperlevi.com.au](mailto:paul@kooperlevi.com.au) or SCA (NSW) on 02 949 8200. Alternatively, further details are available at [www.psc.gov.au](http://www.psc.gov.au).