

COMPLAINT MANAGEMENT PROCESS

Purpose

This policy describes how Inta Strata Pty Ltd handles complaints and feedback from our clients, owners, and the public. We are dedicated to offering a professional and transparent service and treat all complaints with seriousness. This process guarantees that every concern is addressed promptly, fairly, and in line with the Strata Community Association (NSW) Professional Standards Scheme and the *Property and Stock Agents Act 2002 (NSW)*.

Our Commitment

At Inta Strata Pty Ltd, we aim to:

- Handle all complaints courteously, confidentially, and without bias.
- Provide clear information about how complaints are managed and the timeframes involved.
- Resolve issues efficiently and use feedback to improve our services.

We view complaints as an opportunity to learn and strengthen the quality and professionalism of our business.

1. How to Make a Complaint

If you have a concern or complaint about our services, please contact us promptly.

You can lodge a complaint by:

- Emailing admin@intastrat.com.au
- Completing our online form at www.intastrata.com.au
- Writing to: Licensee-in-Charge, Intra Strata Pty Ltd, 36 Dale Street, Fairfield NSW 2165.

Please include your full name, contact details, property address, and a brief description of your concern.

2. How We Handle Complaints

Step 1 – Acknowledgement

We will acknowledge your complaint within five (5) business days and confirm that it is being reviewed.

Step 2 – Investigation

Your complaint will be reviewed by our Licensee-in-Charge or a senior manager not directly involved in the matter. We may contact you for additional details or supporting documents.

Step 3 – Resolution

We aim to resolve all complaints within twenty (20) business days. If further time is required, we will advise you of the reason and provide a revised timeframe.

Step 4 – Outcome

Once the matter is finalised, we will provide a written response outlining the outcome, any actions taken, and the reasons for our decision.

We regularly analyse complaint trends to identify areas for staff training and service improvement.

3. If You're Unhappy with the Outcome

If you are not satisfied with our response, you may request a further internal review by the Licensee-in-Charge.

If you remain dissatisfied after that review, you may refer your complaint to one of the following external bodies for independent consideration:

NSW Fair Trading

Regulates strata management services under the *Property, Stock and Business Agents Act 2002 (NSW)*.

Website: NSW Fair Trading | Phone: 13 32 20

Strata Community Association (NSW)

Oversees professional conduct under the Professional Standards Scheme.

Website: SCA (NSW) Complaint Management | Email: conduct.nsw@strata.community

These independent options assure that your concerns can be reviewed impartially.

4. Record Keeping and Continuous Improvement

All complaints are recorded in our Complaints Register, which includes the date, issue, actions taken, and resolution. We regularly review the register to identify recurring issues, emerging risks, or opportunities to improve our service. Insights from this process inform staff training, compliance reviews, and risk management planning.

5. Contact Us

If you have questions about this policy or require assistance making a complaint, please contact:

admin@intrastrata.com.au or call 1300 146 835 during business hours.