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## COMPLEX COMPLAINTS PROCEDURE

### 1. REPORTING OF COMPLAINT

Complaints must be emailed to the Managing Agent in writing (or by fax).

### 2. COMPLETION OF COMPLAINT FORM

The complainant will be issued with a COMPLAINT FORM (Attached) which is to be completed, signed and sent to the Managing Agent. The signed complaint form will be circulated amongst the committee for their consideration.

**\*\*Special note:** *In the event that the complaint lies with one of your neighbours, there must have been a concerted effort to resolve the matter amicably (in a neighbourly fashion) with your neighbour before the complaint is submitted to the committee.*

### 3. CONSIDERATION OF COMPLETED COMPLAINT FORM

The committee will consider the complaint by email and/or at their committee meeting before notifying you of their decision.

### 4. DECISION BY THE DIRECTORS

Should the complaint be rejected by the Trustees / Directors, the complainant will be informed by letter or e-mail of their decision.

Should the directors endorse the complaint:-

- the complainant will be informed that the Trustees / Directors will look into the matter;
- the accused will be informed in writing or e-mail that the directors endorsed the claim as legitimate and request the accused to lodge his/her defence with the Managing Agent, in writing or by e-mail, within 10 days from the date of the notice from the committee. He/she may request to meet with the Managing Agent at their offices to defend his/her case.

### 5. ARBITRATION

Should the committee not be able to resolve the matter it may be taken to arbitration and the costs thereof will be for the account of the complainant and the defendant or as determined by the arbitrator.

**COMPLEX COMPLAINT FORM**

**1. COMPLAINANT**

Name	Complex	Unit Number

**2. COMPLAINT**

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**3. STEPS TAKEN BY ME (COMPLAINANT) TO RESOLVE THE PROBLEM**

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**4. OUTCOME OF STEPS TAKEN BY ME**

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**SIGNED**

**DATE**

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**OFFICE USE**

RULE NUMBER TRESPASSED	
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**STEPS TAKEN**

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DATE	
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