

Owners corporation complaint

Sections 152 and 159A of the *Owners Corporations Act 2006* (the Act), Owners Corporations Regulations 2018 (the Regulations) and Owners Corporation Rules (the Rules)

You can use this form to notify the owners corporation of a breach of the rules, Act or Regulations by another lot owner, occupier or manager. You cannot use this form in relation to personal injury.

Details of person(s) making this complaint

Name(s)	
Lot number	
Lot address	
Suburb	
State	
Postcode	
Postal address (if different from above)	

Are you a (mark appropriate box with an X):

Lot owner Occupier (tenant) Manager

Details of person(s) you are making the complaint against

Person(s) name(s)	Address (include lot number)

Are they a (mark appropriate box with an X):

Lot owner Occupier (tenant) Manager

Details of complaint/alleged breach of the rules, Act or Regulations

Describe what the complaint/breach is about including dates and times (if known)

What has been done to try to resolve this complaint? Please describe what you have done, who you have talked to and what they offered to do

What remedy are you seeking – how do you want the problem to be solved?

Declaration and signature of complainant

I declare that the above information is true and correct to the best of my knowledge. I agree that the information I have given in this form may be used or disclosed by the owners corporation to process and resolve this complaint.

Signature	
Date	

How to lodge this complaint

Please send to: Positive Owners Corporation Management Pty Ltd

By post (name and postal address)	PO Box 369, Elsternwick VIC 3185
In person by	Suite 19, 39 Grand Boulevard, Montmorency VIC 3094

Contact telephone number for complaints (owners corporation to insert telephone number)	+61 3 9431 4111
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What happens next?

- The owners corporation will consider the information provided and respond to you either by telephone or in writing advising you of its decision and the next steps in dealing with your complaint.
- If the owners corporation does not respond or you are unsatisfied with the outcome:
 - for **information and advice**, contact Consumer Affairs Victoria on 1300 55 81 81 or visit the [Consumer Affairs Victoria website](http://consumer.vic.gov.au/contact) (consumer.vic.gov.au/contact)
 - for help **resolving a dispute**, contact the Dispute Settlement Centre of Victoria on 1300 372 888 or visit the [Dispute Settlement Centre of Victoria website](http://disputes.vic.gov.au) (disputes.vic.gov.au), or
 - apply directly to the Victorian Civil and Administrative Tribunal (VCAT) to hear your case. For more information on VCAT applications call 1300 01 8228 (1300 01 VCAT) or go to the [Victorian Civil and Administrative Tribunal website](http://vcat.vic.gov.au) (vcat.vic.gov.au). Calling this number costs the same as a local call. Additional charges may apply if you call from overseas, on a mobile or payphone.

Other important information

- In accordance with Section 158 of the *Owners Corporations Act 2006*, notices can only be delivered by post or in person.
- Your personal information is required by law to be disclosed to resolve the complaint.
- Details of all complaints and decisions are required to be reported to lot owners at the annual general meeting.
- Records of complaints must be kept by the owners corporation for 7 years.