Owners Corporation Complaint

Owners Corporations Act 2006 Section 152, Owners Corporations Regulations 2007 and Owners Corporation Rules

OC 6 (12/07)

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.

Name(s)	s complaint			
Lot number Lot address				
Suburb			State	Postcode
Postal address (if different from above)				
Are you a (tick appropriate box):				
Lot Owner Occupier (tenant)	Manager \square			
_	•			
Details of person(s) you are ma				
Person(s) name(s)	Address (include	e Lot number)		
Are they a (tick appropriate box):				
Lot Owner Occupier (tenant)	Manager			
Details of complaint/alleged bro				
Describe what the complaint/breach is about including dates and times (if known)				
What has been done to try to resolve thi	s complaint? Pleas	se describe what yo	ou have done, wh	no you have talked to and what
they offered to do				

What remedy are you seeking - how do you want the prol	blem to be solved?
Declaration and Signature of complainant	
_	he best of my knowledge. I agree that the information I have
given in this form may be used or disclosed by the Owners	
Signature	
Signature	
Date	
How to ladge this complaint (O	4. Source J. 4. (1a)
How to lodge this complaint (Owners Corporatio	
By post (name and postal address):	In person by:
Contact telephone number for complaints	
(Owners Corporation to insert telephone number)	

What happens then

- 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 you can contact Consumers Affairs Victoria on 1300 55 81 81 who may be able to help conciliate the matter or you can apply directly to the Victorian Civil and Administrative Tribunal (VCAT) to hear your case. For more information on VCAT applications call 1800 133 055 or go to www.vcat.vic.gov.au

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.