

Clublinks Complaint Handling Policy

Purpose

The purpose of this document is to assist you lodge a formal complaint if you wish to do so and how and when we will respond to your complaint.

We aim to resolve as many problems as possible within the company to avoid having complaints and problems reported externally, and to preserve the goodwill of our customers, even if things have gone wrong.

Our agency accepts that some complaints will be well founded. Everyone makes mistakes and the Licensee expects honesty and realism from any strata manager when they have done so. The strata manager should in return, receive support from the Licensee.

What is a 'complaint'?

If a customer simply moans at you because it has taken you half an hour to return his or her call, clearly that may not amount to a complaint. If a customer says that you continually delay in returning his or her calls or that you do not return his calls at all, that is a complaint.

These are called "formal complaints" and we treat them the same way even if an individual complaint may appear to be based on, for example, an unrealistic expectation of what we can do.

If customers complain they must be told immediately by the strata manager that the issue will be reviewed, and that Licensee in Charge ("Licensee") will consider the matter and investigate under our standard procedures.

All staff

Refer every complaint to the Licensee immediately.

Complaints relating to financial transactions are to be reported to the Licensee as soon as practicable and are to be supervised directly by the Licensee in charge.

How we deal with complaints

The Licensee will investigate every complaint by looking at the file. If necessary, ask for full details from the customer either through a personal interview, over the telephone or in writing.

Also discuss the matter with all staff who have worked on it to identify a constructive response to address the customer's concerns.

The objective is to ensure that the customer:

- Is satisfied that the complaint has been dealt with seriously;
- Gets a prompt response;
- Gets an assurance that the matter is being reviewed; and
- Is notified as soon as possible of an outcome that is suitable and clear.

The response may include an apology from the company and an assurance that it will not happen again or a undertaking not to charge fees in respect of the issue.

Note: Even though a strata manager may not agree that the complaint has any validity, the response from the company may be to agree with some elements of the complaint and to assure the customer that an effort will be made to remedy the problem.

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 Principal, 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 Principal;

- o the Principal, the complaint will normally be dealt with by the Principal of your company and the Assistant Principal of your company

Written complaints should be emailed to nswcommunities@clublinks.com.au

PROCEDURES FOR COMPLAINT MANAGEMENT

Our Licensee in charge will be responsible for:

1. Registering the complaint:

- registering the complaint in your companies' complaints register
- informing the complainant that their complaint has been received and providing them with information about the process and time frame
- recording the complaint including a summary of all facts, conclusions, recommendations and outcomes

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 any options for further action if required

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.

What happens after the complaint is resolved?

It is hoped that the customer will be satisfied, and that the strata manager will continue with the file.

In some circumstances, the Licensee or delegate will take over the file after a customer has complained. In any event, every customer or matter that has been the subject of a complaint must be carefully monitored for the rest of the life of the matter. The Licensee or delegate is to consider whether changes are necessary to correct problems (or potential problems) identified during the complaint's investigation

Changes may include amending relevant procedures or policies, induction procedures, staff appraisals, communication, supervision or training.

Complaints arising (including trends) are to be discussed at Management meetings.

General Customer Complaints Register

A record of a general complaint is to be registered in the General Customer Complaints Register and records are to be maintained for at least 3 years from the date of receipt or resolution, whichever is the later.

Financial Customer Complaints Register

A record of a financial transaction's complaint is to be registered in the Financial Customer Complaints Register, which is to be maintained and supervised directly by the Licensee in charge. Records are to be maintained for at least 3 years from the date of receipt or resolution, whichever is the later.

Location of register and security

The Licensee will keep the register up to date and ensure it is available for inspection, should it be required.

Records to be kept for 3 years

All records in relation to this procedure must be kept for a minimum of 3 years.

Compliance reviews

Each licensee in charge is responsible for ensuring that compliance with the operational procedures under this policy are regularly reviewed, and that a record is kept showing evidence of such reviews. The licensee in charge must also keep a record of any non-compliance with procedures as set out in this policy by a person engaged with the business.

The licensee in charge must be able to produce all documentation relevant to this procedure to an authorised officer in accordance with section 105 of the *Property and Stock Agents Act 2002*.

Penalty for non-compliance

All licensees are required to comply with this procedure in order to meet their obligations as set out in the *Secretary's Guidelines for the Proper Supervision of the Business of a Licensee under s32 of the Property and Stock Agents Act 2002* (the "Guidelines"). A breach of the requirements of the Guidelines may constitute a failure to properly supervise the business. Such a breach carries significant penalties.

Document history

Date reviewed	Review complete by	Changes made (y/n)	Version
13/04/2021	Stephanie Bales	N	V1
01/04/2022	Stephanie Bales	Y	V2
01/04/2023	Stephanie Bales	N	V2
01/07/2024	Stephanie Bales	Y	V3