



NETSTRATA

Customer Feedback – Compliments and Concerns

1. Overview

- 1.1 We are committed to providing our customers an exceptional customer experience at every interaction. We value your feedback as this provides us with an opportunity to celebrate our success or review and improve our practices, service, and overall customer experience.
- 1.2 We will be responsive to the needs and concerns of our customers and aim to resolve your complaint as quickly and efficiently as possible.
- 1.3 This policy has been designed to provide guidance to both our customers and staff on the way we receive and manage your feedback or complaint. We will be consistent, fair, and impartial when handling your concern.

2. Objective

- 2.1 The objective of this policy is to ensure:
 - a) You are aware of our customer feedback and resolution process;
 - b) Both you and our staff understand our complaint handling process;
 - c) Your complaint is investigated impartially with a balanced view of all information or evidence;
 - d) We take reasonable steps to actively protect your personal information;
 - e) Your complaint is considered on its merit considering individual circumstances and needs.

3. Definitions

- a) **Strata Managing Agent** means the person (if any) from time to time appointed to act as strata managing agent for the Scheme.
- b) **Building Manager** means the person (if any) from time to time appointed to act as a Building Manager for the scheme
- c) **Lot** means a lot in a strata scheme
- d) **Occupier or Owner** means the owner or occupier of a lot in the strata scheme from time to time.
- e) **Owners Corporation** means the owners corporation created by the registration of the strata plan.
- f) **Agent** means a person from time to time appointed to act on behalf of a lot owner such as a property manager
- g) **Representative** means a person from time to time appointed to represent a lot owner such as a proxy holder or power of attorney
- h) **Scheme** means the strata scheme created on registration of the strata plan.
- i) **Strata Committee** means the Strata Committee of the Owners Corporation from time to time.
- j) **Stakeholders** means all Owners, Occupiers, Suppliers, Building Managers, the Strata Committee and Strata Managing Agent.

4. What is a Compliment and what is a Complaint?

- 4.1 A Compliment is:
 - a) A recognition of a positive experience you have received such as, exceptional customer service, great communication or fast turn around times.

- 4.2 A complaint is:
- a) A complaint is an expression of dissatisfaction or concern by a stakeholder relating to the conduct, standard of service, actions or lack of actions provided by us or by a third-party provider engaged by us to complete works at your building.
 - b) Complaints can arise for many reasons including disputes, misunderstandings, grievances, communication levels, service standards and professional conduct.

5. How to Lodge a Compliment or a Complaint

- 5.1 If you've had a positive experience, we'd really like to hear about it. Positive feedback helps us to recognise our people's performance and boost our team's morale. To lodge a compliment please follow the steps outlined in clauses 4.5 and 4.6 below.
- 5.2 Most complaints in strata can be dealt with effectively in the early stages by discussing the issues openly and objectively.
- 5.3 If you are dissatisfied with the service levels or conduct provided by your assigned Strata Manager, it is recommended that you contact them directly in the first instance to outline your concerns and try to resolve the matter.
- 5.4 If this is not possible, or you have tried to resolve the matter without success you can lodge a formal complaint with us. To lodge a complaint please follow the steps outlined below.
- 5.5 You can lodge a compliment or a complaint in one of the following ways:
- a) By telephoning our Customer Experience Team on (02) 8567-6400 or 1300 638 787
 - b) By emailing us at: clientservices@netstrata.com.au
 - c) By writing to us: PO Box 265, Hurstville BC 1481 NSW
- 5.6 Whether you are lodging a compliment or complaint we will need the following information:
- a) Your name and contact details, including phone number and email address
 - b) Your building address, Strata Plan Number and Lot Number/s affected
 - c) The nature of your compliment or complaint
- 5.7 If you are lodging a complaint we will also need:
- d) Details of any steps you have already taken to resolve the complaint
 - e) Details of conversations you may have had with us that may be relevant to your complaint
 - f) Copies of any documentation which supports your complaint
 - g) What we can do to resolve the complaint/issue for you

6. Complaint Resolution Process

- 6.1 We will acknowledge your complaint within 2 business days of receipt.
- 6.2 During the initial investigation stage, we may need to seek further clarification or documentation from you to assist us in resolving your complaint.
- 6.3 Throughout the process we will always treat you with respect and ask that you afford us the same, it is expected that all parties will make every effort to resolve the complaint by open, honest communication and mutual negotiation.
- 6.4 We will provide you with updates throughout the resolution process.
- 6.5 We aim to resolve your matter in a timely manner, taking into consideration the complexities of the issue/s.
- 6.6 We are committed to resolving complaints within 21 days of lodgement and will provide you with updates throughout the process.

7. What happens if I'm not happy with the outcome?

- 7.1 If at the end of the resolution process the majority of Committee members still do not have confidence in the performance of their assigned Strata Manager, they can make a request in writing to the Management Services Director to change to an alternate assigned Strata Manager.
- 7.2 Whilst we will make every effort to resolve your complaint, there may be times you are not satisfied with the result. If this is the case, you can refer the matter to:
- a) Strata Community Association: <https://nsw.strata.community/>
or
 - b) NSW Fair Trading: <https://www.fairtrading.nsw.gov.au/>
- 7.3 We strongly suggest you read this policy in conjunction with the NSW Fair Trading booklet '*Strata Living, Get Involved*' which can be found at: https://www.fairtrading.nsw.gov.au/_data/assets/pdf_file/0008/367946/FT-045-Strata_Living_Guide.pdf