



# LakeGroupStrata

Strata & Community Title Managers

## Lake Group Strata Complaint Handling Policy

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.

### COMPLAINT MANAGEMENT PROCESS

Written complaints should be lodged via the Raise a Concern online form located at [www.lakegroupstrata.com.au](http://www.lakegroupstrata.com.au)

### PROCEDURES FOR COMPLAINT MANAGEMENT

Upon receipt of a written complaint our Company will:

#### 1. Registering the complaint:

- register the complaint in the company's complaints register
- inform the complainant that their complaint has been received and providing them with information about the process and time frame

#### 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:

- We will decide or refer to the appropriate people for a decision within 20 working days of the complaint being received
- We will inform 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.

Lake Group Strata is a proud member of SCA (NSW), the peak body for the strata sector in NSW representing over 3,000 strata managers, principals and suppliers in the property services sector.

The NSW Government under the Minister for Better Regulation and Innovation has approved a Professional Standards Scheme. This formal recognition by the NSW Government is first of its kind for the property services sector in Australia.

Charlestown Office - 34 Smith Street, Charlestown 2290 ■ PO Box 175, Charlestown 2290 ■ Phone: 02 4942 3305

Maitland Business Centre - Suite 2, Level 1 / 14 Bulwer Street, Maitland 2320 ■ PO Box 175, Charlestown 2290 ■ Phone: 02 4933 6466

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#### Liability limited by a scheme approved under Professional Standards Legislation

Lake Group Property Services Pty Limited ■ ABN 53 071 614 901 ■ Member of Strata Community Australia and Real Estate Institute of NSW  
info@lakegroupstrata.com ■ www.lakegroupstrata.com.au



## LakeGroupStrata

Strata & Community Title Managers

The scheme has been approved for an initial period of 5 years commencing from 1st July 2021. This approval means our business, Lake Group Strata, must adhere to a Code of Ethics including professional standards, and is monitored by Professional Standards Australia.

### WHAT DOES THIS MEAN FOR YOU?

At the forefront of this scheme is a further commitment to consumers to ensure high professional standards across the strata industry in NSW. This is in line with various other initiatives across NSW, including the NSW Government plan to rebuild the construction sector and restore confidence and professionalism.

The Professional Standards Scheme will bring to our clients a range of benefits, including:

- The SCA (NSW) will oversee and self-regulate the conduct of all members within a structured professional framework.
- In addition to our internal complaints handling process, the Professional Standards Scheme brings a further robust and independent complaints handling process, ensuring clients can be assured of an independent review and response.
- An increase in Continual Professional Development (CPD) requirements for Strata Managers and Licensees in Charge, ensuring the industry remains up to date, educated and aware of their on-going responsibilities to the consumer.

At Lake Group Strata, we are committed to supporting the strata industry, contributing to the overall improvement, and to provide an excellent customer experience. The introduction of the Professional Standards Scheme will assist us in meeting these goals for our clients.

### RESOURCES AVAILABLE FOR YOU TO ASSESS THE GROUNDS FOR YOUR COMPLAINT

The current Strata Community Association (NSW) Code of Ethics is:

<https://nsw.strata.community/wp-content/uploads/2024/08/SCA-NSW-Code-of-Ethics-V5-without-CMP-July-2024-1.pdf>

Strata Community Australia (National) Code of Conduct (applicable to all state-based members) is:

[https://www.strata.community/files/ugd/8c5516\\_eea5265049b84783ac35e620f0b31b05.pdf](https://www.strata.community/files/ugd/8c5516_eea5265049b84783ac35e620f0b31b05.pdf)

Strata Community Association (NSW) Professional Standards Scheme:

<https://nsw.strata.community/professional-standards-scheme/>

If you have any questions regarding the Professional Standards Scheme, please contact [info@lakegroupstrata.com](mailto:info@lakegroupstrata.com) or SCA (NSW) on 02 9492 8200. Alternatively, further details are available at [psc.gov.au](http://psc.gov.au)

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