

# **STSM Strata Management – Complaints Handling Policy**

## **Purpose**

This policy outlines how complaints are received, investigated, and resolved at STSM Strata Management. It ensures compliance with NSW strata laws and the SCA (NSW) Professional Standards Scheme, while maintaining fairness, transparency, and timely resolution for all clients and stakeholders.

## **Scope**

This policy applies to:

- All strata clients, residents, and owners corporations;
- All staff and contractors of STSM Strata Management;
- Complaints about services, staff behaviour, consultation processes, or internal practices.

## **What Can Be Complained About**

You may make a complaint about:

- The delivery of STSM services;
- A staff member's behaviour or conduct;
- The outcome or handling of a consultation process (if flawed or improperly conducted);
- Any internal matter affecting service quality;
- Alleged breaches of the SCA (NSW) Code of Conduct.

Note: Disagreement with policy outcomes or strata committee decisions may not always constitute grounds for complaint unless a process breach is involved.

## **How to Lodge a Complaint**

You can submit your complaint:

- In writing or verbally to the staff member involved (unless the complaint concerns that person);
- To the Principal, or:
  - If the complaint concerns a service, it will usually be handled by the relevant Strata Manager;
  - If about a staff member, the Principal will handle it;
  - If about a senior executive or Principal, the Assistant Principal and/or Licensee in Charge will oversee the complaint;
- Internal staff complaints will be managed under the internal Grievance Policy.

Email: [info@stsm.com.au](mailto:info@stsm.com.au)

Mail: PO Box 5, Penrith NSW 2751

## **Complaint Handling Process**

### **Step 1: Registration**

- All complaints are entered into the STSM Complaints Register.
- The complainant will receive written acknowledgment and an outline of the process within 5 working days.

### **Step 2: Investigation**

- A staff member (appointed by the Licensee in Charge) will review and investigate the complaint.
- Complainant will be informed of the status and progress within 10 working days.
- Most complaints are resolved within 20 working days. If more time is needed, the complainant will be advised of the revised timeframe.

### **Step 3: Resolution**

- A decision will be made or referred to appropriate personnel.
- The complainant will be notified of the outcome in writing, including any rights to escalate further.

## **What If I'm Not Satisfied?**

If you are not satisfied with the outcome, you may contact:

- NSW Fair Trading: <https://www.fairtrading.nsw.gov.au>
- Strata Community Association (NSW) via the Professional Standards Scheme for independent review.

## **Record Keeping and Confidentiality**

- Complaints are recorded and retained for 7 years in a confidential, restricted-access register.
- The Licensee in Charge is responsible for:
  - Keeping a detailed complaints register including: complainant details, nature of complaint, actions taken, resolution date, and complainant response;

## **Professional Standards Commitment**

As a proud participant in the SCA (NSW) Professional Standards Scheme, STSM Strata Management commits to:

- Upholding the highest standards of professional conduct;
- Adhering to the SCA Code of Ethics and ongoing CPD obligations;
- Ensuring clients have access to both internal and external complaint resolution mechanisms.

More information on the scheme can be found at <https://www.psc.gov.au> or by contacting SCA (NSW) at 02 9492 8200.

## **Version Control**

Original Policy Created: June 2021

Last Updated: May 2025

Next Review Due: May 2026

Approved by: Licensee in Charge, STSM Strata Management

## **SCA (NSW) Code of Ethics**

Please [click here](#) to read the Code of Ethics.

## **Strata Community Association (NSW) Professional Standards Scheme**

STSM Strata Management is a proud member of SCA (NSW), the peak body for the strata sector in NSW representing 2,000 strata managers.

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.

The scheme has been approved for an initial period of 5 years commencing from 1st July 2021. This approval means our business, STSM Strata Management, 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 STSM Strata Management, we are committed to supporting the strata industry, contributing to the overall improvement, and providing an excellent customer experience. The introduction of the Professional Standards Scheme will assist us in meeting these goals for our clients.

If you have any questions regarding the Professional Standards Scheme, please contact [info@stsm.com.au](mailto:info@stsm.com.au) or SCA (NSW) on 02 949 8200. Alternatively, further details are available at [www.psc.gov.au](http://www.psc.gov.au).