



Owners Corporation Complaint Form

Sections 152 and 159A of the Owners Corporations Act 2006 (the Act), Owners Corporations Regulations 2018 (the Regulations) and Owners Corporation Rules (the Rules)

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.

Details of person(s) making this complaint

OCPS (if known)		Lot number	
Lot address			
Suburb		Postcode	
Name(s)			
Are you a <i>(please tick one)</i>	Lot Owner	Occupier/Tenant	Agent
	Other (Please specify):		
Contact Number			
Email Address			
Postal address <i>(if different from above)</i>			

Details of person(s) you are making the complaint against

OCPS (if known)		Lot number	
Lot address			
Suburb		Postcode	
Name(s)			
Are they a <i>(please tick one)</i>	Lot Owner	Occupier/Tenant	Agent
	Other (Please specify):		

Please complete complaint details on page 2

Details of complaint/alleged breach of the rules, Act or Regulations

Describe what the complaint/breach is about including dates and times (if known)

What has been done to try to resolve this complaint? Please describe what you have done, who you have talked to and what they offered to do

What remedy are you seeking – how do you want the problem to be solved?

Declaration and signature of complainant

I declare that the above information is true and correct to the best of my knowledge. I agree that the information I have given in this form may be used or disclosed by the owners corporation to process and resolve this complaint.

Signature	
Date	

How to lodge this complaint

Post to	The Knight PO Box 678 MALVERN VIC 3144
In person at	Level 2 2-6 Glenferrie Road MALVERN 3144
Email to	theknight@theknight.com.au

What happens next?

- 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 or visit the [Consumer Affairs Victoria website](http://consumer.vic.gov.au/contact) (consumer.vic.gov.au/contact) 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 [Victorian Civil and Administrative Tribunal](http://vcat.vic.gov.au) (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.