



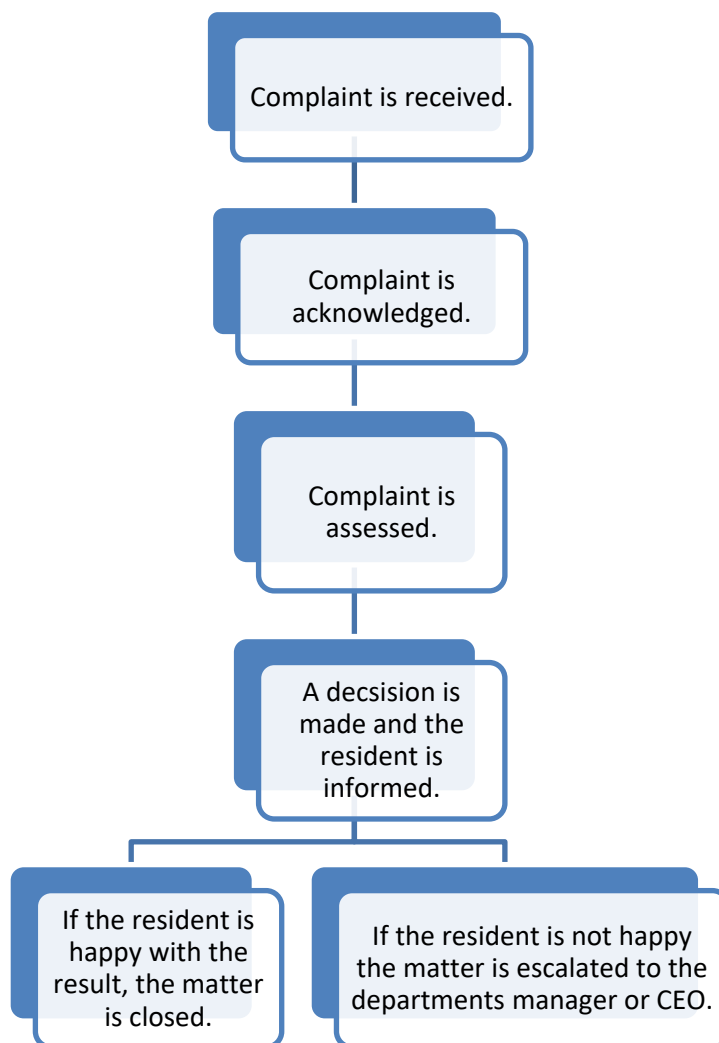
CUSTOMER SERVICE CHARTER

Sanctuary Lakes Resort Services (SLRS) is committed to providing high quality customer service to its residents.

SLRS values complaints made regarding the service provided, therefore has put together the following Complaints Handling system. We appreciate the opportunity to respond and ensure that our complaint handling system is effective and efficient.

Communication Strategy

If you have a concern or complaint email us at ocmanager@sanctuarylakes.com.au. We will do our best to respond to your enquiry within 10 working days. If we are unable to answer you right away, we will let you know. Below is a general guide on how your complaint is handled internally;





What is a Complaint?

A complaint is an expression of dissatisfaction with the quality of customer service provided by SLRS regarding:

- **Quality of Service:** This relates to dissatisfaction due to failure to provide appropriate customer service, delays in providing satisfactory service, or a response not being delivered to the expected standard.
- **Employees/Contractors:** This relates to dissatisfaction with the behaviour of an employee/contractor or an error or mistake by an employee.

What is not a Complaint?

A complaint does not include:

- Reports of a hazard.
- Request for works or services unless it is a second request where there has been failure to act after the request has been received, or the response was unsatisfactory.
- A request for information or an explanation of a policy, legislation, or a procedure.
- Reports concerning an event, service, or business for which SLRS is not responsible.
- A dispute between neighbours or concerning neighbouring properties for example a barking dog.



Complaint Process and Timeframes

All complaints submitted to SLRS are the responsibility of senior management and are taken very seriously.

SLRS promises to:

- Treat all complaints fairly and efficiently.
- Acknowledge all complaints in writing within 5 business days of receiving the complaint.
- Investigate the complaint with the relevant department and provide a factual and informative response.
- Finalise a response to the complainant within 20 business days of receiving the complaint.
- If it is not possible to resolve the complaint within 20 business days, the complainant will be contacted prior to this with an update and proposed resolution date.

Throughout the process, we may need to contact you to discuss your concerns or to ask for more information. Providing us with your current contact details will ensure that we provide you with a response as soon as possible.

To submit a complaint you can [click here](#) or visit our website www.sanctuarylakes.com.au under Living at SLR, Forms and Certificates. Under the heading Owners Corporation Forms you will find the Customer Service Complaint form.

Complaints that will not be investigated

The Chief Executive Officer (CEO) of SLRS may determine that a complaint will not be investigated where:

- The matter is considered frivolous, vexatious, or not made in good faith.
- Relates to a decision of the Board.
- Relates to a matter before a court, coroner, or tribunal.
- Relates to the appointment or dismissal of any employee or an industrial or disciplinary issue.
- There is insufficient information available and the complainant declines or refuses to provide further information.
- Where there are threats made against SLRS and its staff.



Please note: where the CEO determines that a complaint will not be investigated, the complainant will be advised accordingly in writing.

Our commitment to you

We will deal with complaints professionally, efficiently and impartially.

We will provide information about the complaints process including any timelines for a response.

Ensure all staff understands the complaints process and follows the same procedure.

Complainants have the responsibility to

Provide sufficient information so that the complaint can be investigated in a complete and timely manner.

Treat SLRS staff with courtesy and respect.

Not make trivial, frivolous or vexatious complaints.

Other complaints

A lot owner, occupier of a lot or a manager may make a complaint to the Owners Corporation for an alleged breach of the OC Act, Model Rules or the Rules of the Owners Corporation. Complaints must be made in writing in the approved form. The Owners Corporation Complaints process has 5 steps and they are;

1. A complaint is made in the approved form
2. The Owners Corporation decides whether to take action in respect of the alleged breach
3. Notice to rectify breach is served
4. Internal dispute resolution
5. Hearing at the Victorian Civil and Administrative Tribunal (VCAT)

If a matter you would like to raise doesn't fall within this definition of a complaint but relates to a service such as resort and lake maintenance, Security or the Recreation Club, you should email ocmanager@sanctuarylakes.com.au.