

Complaints and Dispute Resolution Service

It is SSKB's goal to make a positive difference in the lives of our clients and lot owners and we therefore take all complaints and disputes very seriously. We have therefore established a clear and concise process to resolve complaints.

While there are many ways to resolve conflicts, most problems can be resolved through simple discussion and common sense between the parties. In virtually all instances, we will at first attempt to resolve a dispute through direct discussion and negotiation.

Step 1 - How to make a complaint

If a member of the Body Corporate or Owners Corporation has a complaint, then they are able to notify SSKB in writing or by completing the Complaint Form and forwarding to sskb@sskb.com.au. In most circumstances your complaint can be settled to your satisfaction by simply making us aware of it.

In the great majority of cases your complaint will be dealt with promptly and to your satisfaction and you will not need additional assistance.

Step 2 - Recording your complaint

All complaints and disputes will be recorded in our Complaints and Dispute Register.

Step 3 - Dispute notification

If a staff member cannot immediately resolve the complaint/dispute to your satisfaction, the matter will be escalated to the Complaints Officer, a senior member of the SSKB Management Team. The Complaints Officer will contact you within 48 hours and attempt to either resolve the matter, or gather additional information needed to resolve the matter.

Step 4 - Dispute investigation

Your dispute will then be fully investigated by the Complaints Officer and a decision made on the matter. You can contact the Complaints Officer at sskb@sskb.com.au

Step 5 - How you will be informed of the outcome

In the majority of cases, you will be advised of the outcome in writing within five business days.

Should there be exceptional circumstances causing a delay, we will advise you of the circumstances causing the delay and when we expect the matter to be resolved. It is our expectation that even in the most complex matters, a dispute should be resolved in a maximum of 10 business days.

Even in the most complex matters, a decision on the complaint will be made in a maximum of twenty business days.

Step 6 - External Dispute Resolution

If, however, in spite of our best efforts, you are not satisfied, we will advise the most appropriate action for you to take depending on the nature of your complaint.