

PROFESSIONAL STANDARDS COMPLAINT FORM

Please note prior to completing the Professional Standards Complaint Form, that SCA (Qld) does not have jurisdiction to determine legal or criminal action against a Member on behalf a complainant, nor are we able to provide legal advice.

Please also be advised that SCA (Qld) has no authority to act in matters relating to fee or debt disputes.

BEFORE LODGING YOUR COMPLAINT

- Have you read through the important information contained in the “Overview of SCA (Qld)’s Complaints Handling Process” document?
- Have you checked the SCA (Qld) member directory to ensure that the Strata Management Company, Strata Services Provider, or individual who you are lodging a complaint against is a current Member of SCA (Qld)?

Alongside the completed Complaint Form, please submit any evidence pertaining to the breach.

Complaints Procedure

Member Directory

Code of Ethics

YOUR DETAILS

Submission Date:

First Name:

Last Name:

Full Address:

Scheme Name :

Chairman:

Phone:

Email Address:

MEMBER'S DETAILS

Organisation:

Branch (if applicable):

Full Name:

Last Name:

PROFESSIONAL STANDARDS BREACHES

1. From the list below, please select which section(s) of SCA (Qld)'s Code of Conduct: Ethical Duties, you believe the Member may have breached.

- The Member has not acted ethically.
- The Member has not acted honestly, been straightforward and sincere.
- The Member has provided false, misleading or deceptive information.
- The Member has not behaved objectively, fairly, or without prejudice.
- The Member does not appear to be free from interest, which can be regarded as being incompatible with integrity and objectivity.
- The Member has not operated in a lawful manner.
- The Member has not acted in accordance with the generally accepted standards of their industry, or carried out their work in accordance with the technical and professional standards relevant to that work.
- The Member has not performed their duties diligently and with competence, or maintained their level of competence. Alternatively, the Member has undertaken work which has not been completed competently within a reasonable timeframe.

- The Member has not disclosed or dealt with a conflict of interest issue in an open and fair manner. This includes paying or accepting secret commissions, either directly or indirectly.
- The Member has engaged in conduct that has wrongfully brought disrepute to SCA (Qld), other Members, or the consumers of their services.
- The Member has not complied with the rules regarding the display of SCA (Qld)'s logo as promulgated by the Board from time to time.
- The Member has advertised in a way that is false, misleading or deceptive. The Member has advertised in a way which: a) created false or unjustified expectations of favourable results; b) self-lauded or made misleading statements that are not based on verifiable facts; c) promoted unidentified testimonials.
- The Member has denigrated another member, individual, company or profession.
- The Member has not observed the Constitution of SCA/SCA (Qld) and has not adhered to guidelines formally approved and adopted by SCA (Qld).
- The Member has not conducted their Body corporate business in accordance with the state/territory governing legislation.
- The Member has induced, or attempted to induce a breach of contract between a Client and its Strata Managing Agent.
- The Member has not held themselves responsible for the actions of their employees in their business relations with fellow Members and clients.

SPECIFIC DETAILS RELATING TO THE COMPLAINT

2. In 400 words or less, please outline the Professional Standards breach:

3. Please list any steps you have taken to resolve the problem:

4. Sign and date this submission: