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# Breakfast Point Estate Complaints Management **Policy**

April 2026

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Policy owner:	CA Committee
Approved by:	CA Committee
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	Annually, unless otherwise required



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## **Welcome**

This policy applies to all community property and facilities owned and managed by the Community Association. This policy establishes a clear and consistent process for receiving, reviewing, and responding to complaints relating to the management, services, facilities, or conduct within.

### **1.1 Our commitment**

#### **We are committed to managing complaints:**

- Fairly and objectively
- In a timely and respectful manner
- In accordance with our policy, rules and regulations

The Community Association is committed to addressing complaints respectfully, transparently, and objectively. Complaints provide an opportunity to review concerns, improve services, and maintain positive relationships with residents, community members, and visitors.

### **1.2 User Responsibilities**

When raising a complaint:

- Report complaints respectfully and in good faith
- Treat staff, and community members with respect
- Provide accurate and relevant information to support the complaint

This policy applies to:

- Residents and owners
- Members and guests
- Visitors
- Staff and contractors

### **1.3 What is a complaint?**

A complaint is an expression of dissatisfaction regarding a service, decision, behaviour, action, or lack of action by the Community Association, staff representative, contractors where a response or resolution is expected.

Examples may include:

- Concerns about service delivery or facility management
- Issues relating to staff conduct or communication
- Perceived breaches of policies or procedures
- Perceived breaches of conditions of use or hire
- Concerns regarding maintenance, access, or amenities
- Dissatisfaction with how a matter was handled

## 1.4 How to lodge a complaint

### **Urgent Matters**

If a matter involves an immediate safety or security concern, please contact our friendly team staff at the Country Club reception desk on 8765 6900.

### **General Complaints**

Complaints should be submitted as soon as practicable by emailing your concerns to [caexec@breakfastpoint.org.au](mailto:caexec@breakfastpoint.org.au)

## 1.5 Information to include

### **To assist review, complaints should include:**

- Date and location of the issue
- Description of the concern
- Relevant background or supporting information
- Desired outcome (where appropriate)

Providing specific details helps ensure we have all the information needed to respond efficiently.

## 1.6 Complaint handling process

- Acknowledgement: Complaints will be acknowledged within 5 business days
- Review: Management will assess the complaint and relevant information
- Further Information: Additional details may be requested if required
- Outcome: Appropriate action will be determined in line with policies and procedures
- Response: A written response may be provided where appropriate

Some complaints may require escalation to senior management or referral to external bodies, depending on their nature.

## 1.7 Privacy and Confidentiality

All complaints are treated confidentially and shared only with those who need to know or as required by law.

## 1.8 Questions or Assistance

If unsure about reporting an incident or need help, contact Country Club Reception or call 02 8765 6900.



## History of revisions

### Policy amendment history and version details

Amendment history	Details
<b>Original approval authority details</b>	Community Association Committee 22 April 2026