



2022

Piermont Apartments
82 Cable Street, Wellington

Procedure to deal with complaints about general issues

All complaints should be sent to the Body Corporate secretary (Thompson Brothers Ltd) in writing. They will enter the complaint into a Complaints Register. This Register will record the Unit no., owner, date of complaint, nature of complaint, date letter to owner sent, date that owners response letter received, date referred back to Body Corporate Committee and date outcome letter from the Body Corporate Committee sent to the complainant.

On receipt of a complaint from an owner about a resident or apartment the secretary will:

1. Provide the Body Corporate Committee with a copy of the complaint, a summary of the complaint together with a recommended resolution.
2. Send a response to the complainant after the Body Corporate Committee has considered the issue and agreed the response. This could include:
 - Take no action
 - Resolve the issue
 - Reiterate the Body Corporate rules and expectations that there will be no further issues