



ARCHERS BODY CORPORATE MANAGEMENT DISPUTE RESOLUTION GUIDELINES

CONTENT:

1. About These Guidelines
2. Lodging a Complaint/Dispute Notification

1. About These Guidelines

These Procedures have been developed by Archers Body Corporate Management to assist Owners and other interested Parties in the handling of complaints, issues and matters that might arise from time to time in handling your affairs.

2. Dispute Resolution Procedures

2.1 Lodging a Complaint/Dispute Notification

- (a) The first initial approach to lodging a complaint is to take it to the Office Manager of the relevant Branch of Archers Body Corporate Management.
The Office Manager Contact for each Branch is:

Archers Brisbane	Marcus Shaw	E: marcus.shaw@abcm.com.au	Ph: 07 3002 2600
Archers Maroochydore	Sharon Withford	E: Sharon.withford@abcm.com.au	Ph: 07 5443 2562
Archers Gold Coast	Kim Cullen	E: kim.cullen@abcm.com.au	Ph: 07 5597 2077
Archers Cairns	Stephen McCulloch	E: stephen.mcculloch@abcm.com.au	Ph: 07 4031 6633
Archers Airlie Beach	Danni Cairns	E: danni.cairns@abcm.com.au	Ph: 07 4946 4508

- (b) If you feel as though the response is not resolved by the Branch Office Manager satisfactorily, we request that:

Formal Complaints and Dispute Notifications be made in writing, addressed and mailed or emailed to Archers Body Corporate Management Secretariat:

Navdita Smith
Archers Body Corporate Management
GPO Box 3025
BRISBANE QLD 4001
E: navi.smith@abcm.com.au

2.2 Complaints Procedure

- (a) Upon receipt of a complaint or dispute notification the Secretariat will record and acknowledge the time and date of receipt as well as brief details sufficient to describe the nature of the complaint or dispute.
(b) We undertake to review the matter within ten (10) business days to respond to the Complainant.

2.3 When the Complainant receives the Response

- (a) If the Complainant is satisfied with the response, no further action will be taken.
(b) If the Complainant is not satisfied with the response a Conciliation Meeting is to be conducted between the Complainant and a Director of Archers.