



The Terraces

PO Box 64
Broadway NSW 2007
office@terraces.com.au

Created: 1st December 2021
Due for Review: 1st December 2022

DISPUTE RESOLUTION PROCESS

This process is applicable to residents of St Barnabas Terraces who have a dispute or grievance concerning administrative matters to do with the Terraces eg. occupancy fees, inspections, housing conditions etc

Step 1 – Contact office@terraces.org.au

Clearly state your concern and provide as much detail as possible, including the outcome you would like.

We will try to resolve your complaint as soon as possible. However, how long this takes will depend on the nature and complexity of the issues you have raised.

Some of the things we might do include:

- take steps to rectify the problem or issue you have raised
- give you additional information or advice so you can understand what happened or how we have dealt with it
- take steps to change our policies or procedures if your complaint identifies a problem in the way we are doing things.

If the concern is not addressed appropriately, move to step 2.

Step 2 – Contact the Church Wardens

Email wardens@barneys.org.au clearly stating your concern and the steps that have been taken to resolve it.

The Wardens will investigate your complaint and attempt to resolve it.

If you feel the concern is still not addressed properly you can contact the NSW Civil and Administrative Tribunal (NCAT) on 1300 006 288 or visit www.ncat.nsw.gov.au