

Complaints Handling Policy

Lotus Accommodations | Effective April 2025 | Review April 2028

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1. Purpose

Lotus Accommodations is committed to handling complaints fairly, respectfully and within reasonable timeframes. This policy explains how complaints about our private temporary accommodation services can be raised and how we will respond.

2. Scope of this policy

Lotus Accommodations provides private temporary accommodation. We are not a real estate agency, rooming house operator or provider of care/support services. Most arrangements are accommodation agreements or licence-to-occupy arrangements.

This policy covers complaints about Lotus Accommodations, including accommodation standards, communication, staff or contractor conduct, property-related concerns, invoices, fees, payments and Centrepay deductions.

This policy does not cover ordinary maintenance requests, emergencies, care/support services by another organisation, employment matters, resident-to-resident disputes unless Lotus is directly involved, or matters already being handled by a court, tribunal, regulator or external authority.

Nothing in this policy changes the terms of any agreement, creates tenancy rights, or prevents Lotus Accommodations from managing safety, payment, occupancy or agreement obligations.

3. How to make a complaint

A complaint can be made by email, phone or post using the contact details above. A resident, occupant, applicant, family member, advocate, support person or authorised representative may make a complaint.

Where possible, the complaint should explain what happened, the property or service involved, who was involved, and what outcome is being requested.

4. How we handle complaints

Lotus Accommodations will:

- acknowledge the complaint within 7 days;
- consider whether urgent action is needed for safety, privacy or property protection;
- review the matter fairly and request further information if needed;
- aim to resolve the complaint within 20 business days where reasonably possible; and
- provide an outcome or update if more time is needed.

A reasonable outcome may include an explanation, apology, correction, refund or adjustment, maintenance action, staff guidance, process improvement or another practical step.

5. Centrepay and payment complaints

If a complaint relates to Centrepay, accommodation fees, invoices or deductions, we will review the payment records and correct any confirmed error. A person may also contact Services Australia about Centrepay at any time.

6. Privacy and fair treatment

Complaints will be handled confidentially and information will only be shared where needed to assess, investigate or resolve the complaint, where consent has been provided, or where required or permitted by law.

A person will not be disadvantaged for making a complaint. However, making a complaint does not stop Lotus Accommodations from managing safety, property, payment or agreement obligations in the usual way.

7. Respectful conduct

We will communicate respectfully and expect the same in return. If behaviour becomes abusive, threatening, discriminatory or unsafe, Lotus Accommodations may place reasonable limits on communication while still allowing the complaint to be considered.

8. Internal review and external options

If a person is unhappy with the outcome, they may ask for an internal review by management and provide any new or relevant information.

A person may also seek external advice or raise a matter with an external body at any time. Depending on the issue and the type of agreement, this may include Consumer Affairs Victoria, VCAT, Services Australia for Centrepay matters, the Office of the Australian Information Commissioner for privacy matters, or another relevant body.

Lotus Accommodations cannot provide legal advice about which external body is appropriate. The correct pathway may depend on the agreement and the nature of the issue.

9. Records and improvement

Lotus Accommodations will keep a record of complaints, actions taken and outcomes. Complaint records will be kept for at least 7 years where required or appropriate. We may use complaint information to improve our services, systems and communication.