

Centrepay complaints policy for Lotus Accommodations

Email	admin@lotusaccommodations.com.au
Phone	03 7018 1760
Website	https://lotusaccommodations.com.au/
Postal Address	Suite 256, 175 Watton Street, Werribee VIC 3030

About this policy

This complaint policy outlines how Lotus Accommodations will manage and handle feedback and complaints from Centrepay customers.

This policy applies to complaints about our use of Centrepay, including deduction authorities, accommodation payments, invoices, account allocation, payment errors, payment changes, cancellation requests, refunds, privacy concerns connected with Centrepay, and communication about Centrepay.

Lotus provides short-term residential accommodation under written accommodation or licence-to-occupy arrangements. Centrepay is offered as a voluntary payment option only. Customers do not have to use Centrepay and may use another accepted payment method.

Accessing this policy

Our complaints policy can be accessed:

- on our website <https://lotusaccommodations.com.au/>
- on display in our office or at outlets
- when you sign any forms with us to use Centrepay.

We will also provide a copy of our policy within **5 business days** upon request.



How a customer can make a complaint

You can make a complaint using any of these channels:

- phone: 03 7018 1760
- email: admin@lotusaccommodations.com.au
- online: <https://lotusaccommodations.com.au/>
- in writing: Suite 256, 175 Watton Street, Werribee VIC 3030.

When you make a complaint, the following details will help us investigate and resolve the complaint:

- the date or dates when the issue happened
- your name and contact details
- any supporting documents or information. For example, your account or reference number.
- details of the issue or concern, including amounts, location, staff you spoke to or when you contacted for help.

You may choose to have an authorised third-party make a complaint on your behalf. This could include a financial counsellor, community lawyer, or a trusted friend or family member. We will accept established third party authority forms in these instances. In the absence of a form, we may seek confirmation from you that the person is authorised to act on your behalf.

How we'll manage a customer complaint

What customers can expect from us when making a complaint.

Lotus Accommodations will:

- respond in writing or verbally, if a written response isn't possible
- aim to resolve the complaint within **20 business days**
- review the complaint fairly and impartially, without discrimination or detriment
- handle all complaints confidentially, and in accordance with privacy obligations
- escalate serious or complex complaints to senior management

We will keep customers informed of progress as we investigate and resolve complaints. All correspondence will be documented.

How we'll manage an unresolved customer complaint

When a customer complaint is serious, repeated or remains unresolved, we will refer the complaint in writing to Services Australia within 5 business days.

We may also refer the matter to a relevant ombudsman or consumer protection agency, where required.

These services can be contacted at any time about the outcome.

Services Australia can be contacted using any of the following:

- by calling the feedback and complaints service on **1800 132 468**
- online via the Services Australia website or by using your Centrelink online account
- in writing to the following address:

**Centrelink and Medicare, Services Australia Complaints and Feedback
Reply Paid 7800
Canberra BC ACT 2610**

- in person at a Centrelink service centre.

Depending on the issue, other external options may include Consumer Affairs Victoria, the Victorian Civil and Administrative Tribunal, Rental Dispute Resolution Victoria, the Office of the Australian Information Commissioner for privacy matters, a community legal centre, a financial counsellor, or another relevant consumer or regulatory body.

Privacy complaints connected with Centrepay will be handled confidentially and in accordance with applicable privacy obligations. Personal information will only be used or disclosed where needed to assess, investigate or resolve the complaint, where consent has been provided, or where required or permitted by law.

If Lotus Accommodations receives a serious or repeated privacy complaint connected with Centrepay, or becomes aware of a serious privacy issue relating to Centrepay information, Lotus will escalate the matter internally and notify Services Australia where required.



Staff responsibilities and training

Staff who manage Centrepay or Centrepay complaints must understand this policy, Centrepay customer rights, privacy obligations, payment record requirements and escalation requirements.

Lotus will provide staff guidance or training so staff can help customers access the complaints process, respond respectfully, identify vulnerability or communication support needs, escalate serious or complex complaints, and identify systemic issues for management review.

Record keeping

Our recording keeping practices are as outlined below.

Lotus Accommodations maintains complaint records relating to Centrepay securely for a **minimum of 7 years** in accordance with privacy obligations. Information retained may include, but not limited to:

- details of complainant
- details of the complaint
- actions taken
- the outcome of the complaint
- any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.

How we manage Centrepay and payment complaints

For complaints about Centrepay deductions, accommodation payments, invoices, account balances, incorrect payments, refunds or overpayments, Lotus will review relevant records. This may include the accommodation agreement, deduction authority, invoices, account ledger, bank records, Centrepay reports and communication records.

If Lotus Accommodations identifies an error, it will take reasonable steps to correct the error. This may include explaining the account, correcting an invoice, adjusting an account, refunding an overpayment, changing or cancelling a deduction authority where required, or taking another practical step to resolve the issue.



If a customer asks Lotus to cancel or suspend a Centrepay deduction, Lotus will action the request where required by Centrepay rules and will keep a record of the request and action taken.

Review and improvement

Lotus will review Centrepay complaints to identify recurring issues, payment risks, communication gaps or other systemic issues. Where required, Lotus will update its processes, staff guidance, customer information or this policy.

This policy will be reviewed at least annually, or earlier if Services Australia changes Centrepay requirements or if Lotus identifies a need for improvement.