

The Housing Registrar and complaints by members of co-operatives about other members, or the administration of their co-operative

The Housing Registrar has no direct role in investigating complaints involving disputes between co-operative members or about the administration of a co-operative.

We have however prepared this information for members of co-operatives directly regulated by the Housing Registrar, or affiliated with a third party (Common Equity Housing Ltd) regulated by the Housing Registrar, to guide you on actions you can take to have issues about other members or the administration of a co-operative addressed.

Step 1 –Is your co-operative regulated by the Housing Registrar or is it part of Common Equity Housing Ltd

You can check whether your co-operative is a registered housing agency by referring to the following website:

<http://www.housingregistrar.vic.gov.au/Registered-Housing-Sector/Housing-provider>

If you live in a co-operative under Common Equity Housing Limited, then your co-operative is part of a registered housing agency.

Step 2 - Is your problem a rental housing matter, or is it about a dispute you are having with another member or an issue you have with the administration of the co-operative?

If your issue is a rental housing matter please refer to the Housing Registrar's Information Sheet on our role with [complaints by tenants or prospective tenants](#) and the process to follow.

If your issue relates to a dispute with another member or the administration of the co-operative then go to Step 3.

Step 3 - Contact the registered housing agency

If this is your first contact with the registered housing agency you should raise it with them and give the agency time to respond.

If nothing happens or you are dissatisfied with the action taken or its outcome, you can make a formal complaint to the agency. It is important that you tell the agency that you are making a formal complaint. Your complaint should be acknowledged in writing. In most cases, an agency will acknowledge this status by forwarding you a letter or email indicating receipt of your complaint.

Registered housing agencies are required under the *Housing Act 1983* to have a formal complaints process. They are allowed 30 days to investigate and respond.

Step 4 – Contact Consumer Affairs Victoria

If you are dissatisfied with how your complaint about how your dispute with another tenant (or with the administration of the co-operative) has been handled or the outcome, you may wish to take the complaint to an external authority.

The Registrar of Co-operatives at Consumer Affairs Victoria is responsible for administering and enforcing the *Victorian Co-operatives Act 1996*.

Members of a co-operative with a complaint about how a dispute has been managed, or how their co-operative is operating or being managed, can make a formal complaint to [Consumer Affairs Victoria](http://www.consumer.vic.gov.au) once they have made a reasonable attempt to resolve their issue with their co-operative. Details on making a complaint to Consumer Affairs Victoria can be found on the website at:

<http://www.consumer.vic.gov.au/contact-us/make-a-complaint>

Step 5 – Gain further advice from the Housing Registrar if appropriate

For some extremely serious matters and/or where there are ongoing occurrences of issues we can make enquiries of an agency to ascertain whether an issue is being managed appropriately and to assure ourselves there is no possible breach of Performance Standards which registered housing agencies must meet at all times. We would only take such a step after you have taken the matter through the agency's formal complaints process and to Consumer Affairs Victoria.

Information on Performance Standards for registered housing agencies can be found on the website at:

<http://www.housingregistrar.vic.gov.au/Publications-and-guides/Performance-standards>

You can contact the Housing Registrar to seek advice via one of the three options below:

- Email our complaints inbox at housingregistrarcomplaints@dtf.vic.gov.au
- Call our general phone line on 9651 1402
- Forward information via mail to Housing Registrar, Department of Treasury and Finance, Level 5, 1 Treasury Place Melbourne 3001