

# Centrepay Complaints Management Policy and Procedure

**Version:** Version 2

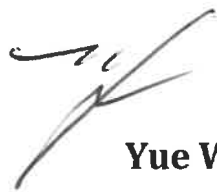
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**Agency:** The Property Investors Alliance Pty Ltd  
2 Australia Avenue,  
Sydney Olympic Park NSW 2127

**Contact:** 02 9192 2800  
[pmdsupport@pia.com.au](mailto:pmdsupport@pia.com.au)  
[www.pia.com.au](http://www.pia.com.au)  
ABN 35117017302

**Reference:** This policy complies with the Centrepay Policy for Businesses (clauses 3.2(f) & 4.6) and Centrepay Terms of Use (Part F, clauses 18.1 & 18.2). It will be reviewed annually or as required.

**Managing Director:**



Yue Wang

## **Purpose**

We are committed to providing fair, prompt, and transparent handling of any complaints from tenants (Centrelink customers) related to our use of Centrepay. This includes issues such as:

- Incorrect deduction amounts or frequencies
- Payments not correctly allocated to rent, bond, or arrears
- Delays in processing or receipting Centrepay payments
- Disputes about consent, deduction setup, or related tenancy matters
- Any other concerns about our Centrepay service

All complaints are treated seriously, confidentially, and without retaliation. We aim to resolve them at the first point of contact where possible.

## **Our Commitment**

- Complaints are free to make.
- We will acknowledge, investigate, and respond fairly and in a timely manner.
- Staff are trained on this policy and Centrepay rules.
- We keep records of complaints to improve our processes.
- Tenants can escalate unresolved issues to Services Australia at any time.

## **How to Make a Centrepay Complaint**

**You can contact us in any of these ways:**

- **Phone:** 02 9192 2800 – Ask for the Tenant Service Team
- **Email:** [customercare@pia.com.au](mailto:customercare@pia.com.au)
- **In person:** Visit our office at 2 Australia Avenue, Sydney Olympic Park NSW during business hours.
- **Post:** 2 Australia Avenue, Sydney Olympic Park NSW – Mark as "Centrepay Complaint".

**We provide help for anyone who needs it, including:**

- Assistance over the phone/email to explain the process
- Support for people with disability (e.g., verbal explanations, large print if requested)

- Culturally appropriate communication or interpreter services (via TIS National if needed)
- Plain language explanations and help completing forms if required

### **What Customers Can Expect**

- Acknowledgment within 2 business days
- Investigation and resolution where practicable within 20 business days (or sooner)
- Written response (or oral if not practicable, with written record kept)
- Clear explanation, any remedies (e.g., adjustments/refunds), and next steps
- No disadvantage or retaliation for complaining
- Updates if more time is needed

### **Information We Need to Assess Complaints**

- Your full name and contact details
- Tenancy/property address
- Centrepay CRN (if known)
- Details of the issue (what happened, when, amounts/dates involved)
- Any supporting documents (e.g., myGov deduction screenshots, lease copy, bank statements)

### **How We Publicise This Complaints Process**

- The policy is permanently available for public access on our website at [www.pia.com.au](http://www.pia.com.au).
- Included in tenant welcome packs and lease/signing documents
- Provided in writing/email when a new Centrepay deduction authority is set up or varied
- Available on request at any time via phone, email, or in-office
- Referenced in rent statements or Centrepay-related correspondence

## **Complaints Process**

We follow a clear two-stage process:

### **Stage 1 – Initial Resolution**

1. We acknowledge your complaint within 2 business days (by phone, email, or letter).

2. A nominated staff member from customer care team investigates promptly – this may include checking our ledger, Centrepay records, and discussing with you.
3. We aim to resolve and respond within 10 business days with:
  - An explanation of what happened
  - Any actions taken (e.g., ledger adjustment, refund, or coordination with Services Australia to vary/stop deductions)
  - An apology if appropriate
  - Confirmation if the complaint is upheld or not

If more time is needed, we will contact you to explain why and give a new timeframe.

### **Stage 2 – Formal/Escalation (if unsatisfied with Stage 1)**

1. If you are not happy with the Stage 1 response, reply to us in writing (email or post) within 10 business days of our response, explaining why.
2. The complaint escalates to the senior business supporting manager.
3. We acknowledge the escalation within 2 business days.
4. We conduct a full review and provide a final written response within 20 business days total from escalation (or sooner if possible), including:
  - Our findings
  - Any further remedies (e.g., credit to your account, goodwill gesture)
  - Your options to contact Services Australia if still unresolved

### **Remedies We May Offer**

- Correct any errors in payment allocation or ledger
- Request Services Australia to adjust/stop future deductions (with your consent)
- Refund over-deducted amounts promptly
- Apology and explanation
- Process improvements to prevent recurrence

### **Staff Training**

All relevant staff receive regular training (at least annually and on policy changes) to:

- Understand current Centrepay Terms of Use and Policy for Businesses
- Know and follow this complaints policy/procedure
- Assist customers to make complaints easily
- Resolve common Centrepay issues (e.g., allocation errors)

- Identify/escalate serious or complex complaints to senior levels
- Handle complaints respectfully, confidentially, and impartially
- Recognise and support vulnerable people, those with disability, or cultural/language needs (e.g., trauma-informed approach, referrals to support services)
- Spot systemic issues from complaints and report to management for review

### **No Detriment for Complaining**

Making a complaint will not affect your tenancy, future dealings with us, or lead to any disadvantage (e.g., no eviction threats, fee increases, or reduced service related to the complaint).

### **Record Keeping**

We maintain secure, confidential records of every Centrepay complaint for at least 7 years, including:

- Date complaint received
- Customer details (name, contact, tenancy address)
- Actions taken, remedies offered, determinations, and results
- Requested outcome vs actual outcome
- Staff involved/assisted
- Timeframes (acknowledgment, responses, finalisation)
- Any referrals to Services Australia, NCAT, Fair Trading, or other bodies

Records are reviewed periodically to identify trends and prevent recurrence.

### **External Options**

If your complaint remains unresolved after our process, you can contact:

- Services Australia Centrepay complaints: Contact Services Australia Feedback and Complaints on 1800 132 468 or use the online form (Visit [servicesaustralia.gov.au/centrepay-complaints-and-feedback](https://servicesaustralia.gov.au/centrepay-complaints-and-feedback)).
- NSW Fair Trading: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or call 13 32 20
- NSW Civil and Administrative Tribunal (NCAT) for tenancy-related disputes (if applicable): [ncat.nsw.gov.au](http://ncat.nsw.gov.au)
- Other bodies like Real Estate Institute of NSW [reinsw.com.au](http://reinsw.com.au) (if relevant).

## **Contact for Questions**

If you have questions about this policy, contact our office on 02 9192 2800 or [pmdsupport@pia.com.au](mailto:pmdsupport@pia.com.au).