



## COMPLAINTS & DISPUTE POLICY

Our clients have the right to efficient, honest, and fair treatment in their dealings with us, particularly if something goes wrong.

We welcome your feedback and want to know straight away if we haven't met your expectations or can improve our service to you in any way.

### **How to make a complaint**

We recommend that you first raise your issue with your property manager. If you are not satisfied with the outcome, you can certainly escalate your complaint to our Principal Licensee preferably in writing.

This can be done via email, or post.

### **How we handle your complaint**

Our Principal Licensee will review, and if required investigate your complaint thoroughly. We will treat the process, and all the details of your complaint in the strictest confidence.

Our Principal Licensee may contact you via phone in an effort to resolve the matter as quickly as possible.

In the case of a more complex complaint, the Principal Licensee will respond in writing within seven (7) days. Although this may be an initial acknowledgement of receipt of your complaint, or a request for further clarification/additional information.

### **How long will it take?**

We will attempt to resolve your complaint as soon as possible. Lengthy investigations may occur depending on the complexity of your complaint, and we appreciate your patience as we thoroughly investigate and propose a satisfactory outcome for you.

### **What action will be taken?**

The action taken may not always be a resolution to your complaint. The action taken may possibly be a further, more detailed explanation so you can understand what happened, or why we dealt with a matter in a certain way. We may also confirm with you a change in our policies and procedures, that may avoid the same issue from occurring again. We may also take steps to rectify the issue you have raised.

### **What if you are still unhappy?**

In the event that the complaint is not accepted by this agency either in part, or wholly, or you are dissatisfied with the outcome, then we will provide the Complainant with the relevant contact details of the REIQ (Real Estate Institute of Queensland).

As a member of the REIQ, we are required to abide by the Standards of Business Practice, thereby conducting business in a manner that will uphold and enhance the reputation of the industry.