

# **Complaint Handling and Dispute Resolution Policy**

***Guardian Property & Asset Management Australia wide endeavours to provide our clients and the communities in which we serve with outstanding service.***

If for any reason you feel we have not lived up to our ambitions and you need to raise a complaint, then the following should assist you.

## **How to make a complaint**

Please provide as much detail as possible about the nature of your complaint, including the outcome you would like in order to resolve the matter.

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

Your complaint will be reviewed by our Manager of National Operations, who is responsible for working with you and the relevant member of our team, to ensure that the issues you raise are fully examined and that your complaint is handled in accordance with this process.

We will treat the process and all the details of your complaint, in strict confidence. If we need to discuss any issues arising from your complaint with someone outside of our business, we will obtain your consent first.

We will always try to give you a fair opportunity to explain your concerns. You should make your initial complaint as clear as possible. Sometimes it may be beneficial to arrange a meeting with you to try to find a satisfactory solution.

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

We will endeavour to resolve your complaint as soon as possible. However, the length of time will depend on the nature and complexity of the issues you have raised.

You will receive acknowledgement of receipt of the complaint from us within two business days. We will give you an estimate of how long it may take us to deal with the matter and we will endeavour to finalise the matter within 5 business days.

## **What action will we take in response to your complaint?**

Once we determine that your complaint is justified, we will then decide what action we should take in response. We will always try to match our response to the nature of your complaint and the desired outcome. Some of the things we might do include:

- Seek to understand the situation in full by clarifying the situation with those primarily involved.
- Take steps to rectify the problem or issue you have raised.
- Provide you with additional information or advice so you can understand what happened or how we have dealt with it.
- Take steps to change our policies or procedures if your complaint identifies a problem in the way we are doing things.

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## What if you're still unhappy?

Sometimes it will not be possible to resolve a complaint to everyone's satisfaction, and you might want to contact your legal representative or State governing body for Real Estate for further information.

### **Victoria:**

Escalations are handled by the Estate Agents Resolution Service (EARS) at Consumer Affairs Victoria. EARS can deal with enquiries and complaints about real estate agents and offers information, advice and dispute resolution services on real estate issues.

Telephone 1300 73 70 30 (weekdays)

### **New South Wales:**

After trying to resolve your concerns with the real estate agency, enquiries and complaints about real estate agents should be directed to NSW Fair Trading at:

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

### **Queensland:**

After referring your concerns with the real estate agency, enquiries and complaints about real estate agents should be directed to Office of Fair Trading at:

[www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au)