

## 7. COMPLAINTS HANDLING PROCEDURES

### 7.1 AGENCY POLICY

- 7.1.1 The Agency has zero tolerance for an Agent's failure to comply with the Property Stock and Business Agents Act, Property and Stock Agents Regulation and other laws relevant to the conduct of Business and, as such, all complaints are addressed actively and in compliance with relevant legislation, including privacy laws.
- 7.1.2 The Agency expects all employees to take complaints handling seriously, adhere to the complaints-handling policy
- 7.1.3 Where a complaint relates to a financial transaction, it must be referred to the Licensee in charge as soon as practicable.
- 7.1.4 The Licensee in charge has exclusive carriage of the investigation and resolution of all complaints.
- 7.1.5 The Agency classifies complaints as follows:
- **Feedback.** This type of complaint is treated as input for the Agency's program of continuous improvement.
  - **Financial.** Complaints of inappropriate and/or illegal behaviour in relation to a financial matter are treated most seriously by the Agency and will be actioned as a matter of utmost priority. These complaints must be reported to the Licensee in charge as soon as possible and the Licensee in charge will undertake an investigation and supervise their resolution of the complaint directly. If, upon investigation, it is determined that it is necessary to inform NSW Fair Trading, the Licensee in charge will do so immediately
  - **Non-financial.** Allegations of inappropriate and/or illegal behaviour in relation to a non-financial matter are treated seriously by the Agency and will be actioned as soon as practicable.
- 7.1.6 Complainant's are requested to lodge complaints in writing, setting out matters that they allege have breached appropriate Agent/client behaviour and/or amounts to illegal conduct. These complaints are then entered in the **Complaints Register**.
- 7.1.7 The Agency will acknowledge each complaint immediately and undertake to respond to the complainant in writing within five business days. In responding to the complaint, the Agency will specifically address each item set out in the complaint. The resolution will be recorded in the **Resolving Complaints Checklist**.
- 7.1.8 All complaints will remain open until resolved or until all efforts to resolve the complaint have been exhausted.

Please email all complaints in writing to the Licensee in charge.

Email complaints to [tonyabboud@snowdenparkes.com.au](mailto:tonyabboud@snowdenparkes.com.au)