

## NICHOLSON REAL ESTATE AGENCY COMPLAINT HANDLING AND DISPUTE POLICY

### HOW TO MAKE A COMPLAINT

Nicholson Real Estate aims to make it easy for you to bring any problems or complaints to our attention.

You should first raise your issue with the agent, representative or property manager who is handling your business.

If you are not satisfied with the outcome, you can make a complaint to us by:

- Telephone (during business hours) call 03 9387 0966 and ask to speak to the Director
- Email: [info@nicholsonre.com.au](mailto:info@nicholsonre.com.au)
- Fax: 03 9380 1985 Attention to the Director
- Post: 21 – 23 Nicholson Street Brunswick East Vic 3057

Please provide as much detail as possible about your complaint, or if you would like to discuss your concerns informally first, please feel free to contact us.

### HOW WE WILL HANDLE YOUR COMPLAINT

Our Director will oversee the complaints process. This person is responsible for working with you and relevant agency staff to ensure that the issues you have raised 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 the agency, we will obtain your consent first.

We will always try to give you a fair opportunity to explain your case. You should make your initial complaint as clear as possible. Sometimes we may want to meet you in person to discuss your concerns and try to find a satisfactory solution.

### HOW LONG WILL IT TAKE

We will try to resolve your complaint as soon as possible. However, how long this takes will depend on the nature and complexity of the issues you have raised.

We will send you an acknowledgement of receipt of the complaint within two business days. We will give you an estimate of how long it may take us to deal with this matter and we will try to finalise the matter within five working days.

## WHAT ACTION WILL WE TAKE IN RESPONSE TO YOUR COMPLAINT

If we decide 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 your desired outcome, but this may not always be possible.

We at Nicholson Real Estate appreciate the opportunity to assess and improve any of our procedures that you feel have impacted on your tenancy.

Sometimes it will not be possible to resolve a complaint to everyone's satisfaction, and you might want to escalate the matter to 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.

You can telephone EARS on **1300 73 70 30** weekdays to discuss your complaint