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# Complaints Handling Procedure

## INTRODUCTION

As a reputable real estate agency we value complaints and recognise that an effective complaint handling policy and procedure will not only aid in resolving complaints for you, our client, in an efficient, effective and professional manner, but will also enable our agency to improve our service levels for the future for you.

We at Blackshaw Real Estate strive to provide you with the best possible service and marketing products to facilitate your needs. We understand that there are situations where you may feel dissatisfied with the service that we provide and may wish to make a complaint.

### a) Our Objective

Our intention is to use complaint analysis as a part of our continuous cycle of review and improvement in our agency.

### b) What is a Complaint?

An expression of dissatisfaction made to our agency that relates directly to our service offerings, or our complaints-handling process, where a response or resolution is clearly or indirectly expected. A complaint may be from a person or organisation (the complainant) who is dissatisfied with our service, for any reason, who contacts our agency.

If a complaint received does not relate to the services or products that our agency provides you (e.g. a third party provider) we will explain this to you and assist in identifying a course of action in order to address the issue.



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## THE VALUE OF COMPLAINTS

Complaints deliver direct information about faulty decisions, poor service delivery and defective programs. We use this information in several ways:

- To provide you with a suitable remedy
- To maintain good relations with you and build long-term relationships
- To evaluate and improve programs and services for you
- To make informed decisions about future services offered by our agency

## PRINCIPLES

We have seven fundamental principles for our agency complaint handling system -

Fairness	Our complaints handling staff will remain impartial. This is vital to the credibility and success of our complaint handling procedure.
Accessibility	Our complaints policy is readily accessible for all staff and clients. It is easy to understand and includes details on making and resolving complaints.
Responsiveness	Our complaint handling system acknowledges your needs including those who have particular needs or may be vulnerable. Unreasonable behaviour or conduct by you may however inhibit a thorough investigation.
Efficiency	We will acknowledge your complaint upon receipt. If it cannot be resolved immediately, we will endeavour to resolve it in the shortest time possible dependent on the details of the complaint.
Charges	There will be no charge to you for making a complaint.
Confidentiality	We will act in accordance with the National Privacy Principles when collecting, storing, using and disclosing your personal information in our complaint handling procedure.
Integration	Our agency actively solicits feedback from our clients on a regular basis. This enables us the opportunity to improve our service offerings to you. Where required, we work with other service providers to ensure a holistic service is achieved for you.

## COMPLAINT HANDLING PROCESS

We aim to make it easy for you to lodge your concern or provide us with feedback.

We will then:

- Acknowledge your complaint quickly
- Assess your complaint and give it priority
- Plan the investigation dependent on the details provided
- Investigate your complaint
- Respond to you with a clear decision
- Follow-up any of your concerns
- Consider if there are any systematic issues that require change

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## a) How to make a complaint

Where possible, complaints should be made in writing via email or mail so that the details of your complaint are clear and concise. Alternatively you can lodge your complaint via telephone or in person with our agency. If you would prefer to lodge a complaint with someone other than your primary contact, you can do so with one of our Department Managers, our Office Manager, our Franchise Owner or through our Corporate Office.

All contact details can be located on [www.blackshaw.com.au](http://www.blackshaw.com.au).

## b) What information should you provide when making a complaint

- Name, address, telephone number
- Your relationship with our agency (i.e. the nature of your engagement)
- Your contact person with our agency
- The nature of your complaint (including when the conduct giving rise to your complaint occurred)
- Documents (if any) supporting your complaint.

## c) Assistance

Should you require assistance with preparation of your complaint, contact should be made with our Operations Manager at our Corporate Office.

## d) Your rights

You have the right to enquire as to the status of your complaint. We recommend that you direct your inquiry to your primary contact handling your complaint as at the time you lodged your complaint, or any other contact provided to you thereafter.

## e) Further action

If you are dissatisfied with the outcome of your complaint or how it was handled you have the right to refer the matter to one of the following dispute resolution bodies:

Real Estate Institute of the ACT

Phone: 02 6282 4544

Email: [admin@reiact.com.au](mailto:admin@reiact.com.au)

Real Estate Institute of NSW

Phone: 02 9264 2343

Email: [info@reinsw.com.au](mailto:info@reinsw.com.au)

Office of Regulatory Services

Phone: 02 6207 3000

Email: [ors@act.gov.au](mailto:ors@act.gov.au)

## ANALYSIS

All complaint information is analysed. It provides our agency with improvement opportunities with existing programs, policies and performance management which all aim to better improve our client service to you. This information also safeguards our reputation and better prepares us for future client needs.