



Introduction

Bushby Property Group has a commitment to create an environment where all customers and clients are treated with dignity, courtesy and respect. Bushby Property Group has an obligation to treat all levels of complaints seriously. All complaints will be handled confidentially and impartially and investigated promptly

Complaints procedure

The process for managing complaints is as follows:

- A complaint can be made to any Bushby Property Group; Real Estate Agent, Directors, Department Manager and/or Property Manager, who is in effective or nominal control of the business.
- The complaint does not have to be in writing.
- The complaint will be handled fairly and based on the principles of natural justice. *Natural justice* means the right to be given a fair hearing and the opportunity to present your case, and the right to have a decision made by an impartial decision maker.
- The person managing the complaint will be independent and impartial of the complaint and any other parties involved.
- The complaint will be dealt with as a matter of priority following these steps:
 - The person managing the complaint will discuss the issue with the complainant within (*often 24 hours*) of the complaint being made.
 - The person being complained about will be informed of the allegations against them. They will be given an opportunity to respond to the allegations.
 - Statements from witnesses and any other relevant evidence will be collected.
 - This part of the complaint process will be completed within (*often 7 working days*).
- The Directors or Department Manager will decide what action will be taken, depending on the outcome of the investigation and any other relevant factors.
- Parties to the complaint will be advised about any action to be taken in relation to them.
- The Directors of the business and Department Head will monitor the outcomes of complaints and take appropriate action to prevent further complaints arising.
- A complaint can also be lodged with an external agency such as the REIT or Property Agents Board.
- A complaint to an external agency will not prevent this Complaint Procedure from continuing where the Directors or Department Manager decides that this is appropriate.
- Bushby Property Group will review this procedure every two to three years.

Signed.....
Position: Director

A handwritten signature in black ink, appearing to read 'Paul B. ...', is written over the signature line of the signature block.



Complaint Management: Definition and Goals

Complaint management is a part of our Customer Relationship Management and helps to provide customers with long-term value in the business relationship and aims to reinforce the customer relationship that we work hard to maintain.

It is crucial that when working in the Property Management and Property Sales space, that all customers/clients understand the legislative requirements our team need to perform the task of both the Sales and Property Management roles and upholding of their relevant license. All properties under management are required to meet minimum standards. There are also requirements that need to be maintained relating to all repairs. Timeframes are in place to meet the legislation and requires the management agent to meet and uphold. All matters relating to rent payments, bond claims, smoke alarms and building codes form part of the day to day functions that both Property Manager and Sales Agents are managing for owners and tenants, with the Commissioner, Property Agents Board and Governing Body, the REIT overseeing their delivery.

The following comprises in detail the nature of a complaint and the manner in which a complaint can and should be made by a customer/client;

- Spending money without due authorisation; unless the money being spent is agreed to in previous correspondence and in writing; or the owner is in breach of a rectification order or similar government rent order
- Undertaking works or maintenance on a property without due authorisation; unless the works constitute a breach of the Residential Tenancy Act; or the owner has not acted within the required timeframe for emergency maintenance and puts the customer, client or managing agent at risk of liability
- No apparent attempt at securing a tenant or buyer for a property under sales or rent.
- No feedback provided within mutually agreed timeframes
- Apparent breaches of the residential Tenancy Act, putting an owner at risk of loss of income
- Failure to comply with legislative requirements and notice periods relating to Bond claims or maintenance periods
- Misleading representation of a property or property owner
- Misleading statements relating to a property for sale or rent
- Failure to disclose relevant information relating to a property for rent or sale.

Whilst every attempt is made to ensure our customers are completely satisfied with the experience received by our team at Bushby Property Group, there may be instances where a resolution to concerns or issues may need to be raised to management. At Bushby Property Group we do everything to work towards a mutually agreeable resolution and therefore encourage open and transparent conversation around expectations and achievables.

Therefore we have identified the complaint procedure and the steps required to be taken during a complaints handling process.