COMPLAINTS HANDLING PROCEDURE

At Peter Fisher Real Estate, we pride ourselves on providing the best real estate service available.

If we don't deliver the level of service that you expect we would like to hear about it. The only way we can improve is to hear how we have let you down.

How to Make a Complaint

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

We recommend that you first raise your issue with the agent, representative or property manager who is handling your business.

If you are not satisfied with the outcome, we will require your complaint to be submitted in writing to:

Wendy Gorton, Office Manager
e: wendy@pfisher.com.au

or

Hunter Ridley, Licensee in Charge
e: hunter@pfisher.com.au

How We Will Handle Your Complaint

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 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 and find a satisfactory solution.

How Long Will It Take?

We will try and 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 acknowledgement of receipt of the complaint within two business days. We will provide you with an estimate of the likely timeline and try to finalise the matter within five business days and will keep you updated through the process.

What Action Will We Take in Response to Your Complaint?

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. There will be an element of assessment needed to determine the appropriate action.

Some of the things we might do include:

- Take steps to rectify the problem or issue you have raised
- Provide you with additional information or advice so you can understand what happened and 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

What if You are Still Unhappy?

Sometimes it will not be possible to resolve a complaint to everyone's satisfaction, and you might want to escalate the matter further. Details of the relevant authorities in New South Wales, should you wish to take things further, are set out below:

NSW Fair Trading

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**

Tenants Advisory Service

After trying to resolve your concerns with the real estate agency, enquiries and complaints about tenancy matters should be directed to: **www.tenants.org.au**