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Complaints Handling and Dispute Resolution Policy

At Village Real Estate we are committed to providing you with a first class service and to effectively deliver the real estate services you need. Even with the best of intentions, we know things can go wrong. So, if for any reason, you are not entirely satisfied with any aspect of our service, please let us know as soon as possible. We will investigate the situation and where necessary, set about putting things right as quickly as possible. We may also take steps to avoid similar problems happening in the future. Your views are important to us and your feedback is the key to improving the real estate services we offer.

How to make a complaint

Village 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 asset manager who is handling your business.

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

- **Telephone (during business hours):** 03 8398 7800 and ask to speak to the Operations Manager
- **Email:** enquiry@villagere.com.au
- **In person:** 65 Charles Street, Seddon, Victoria 3011

Please provide as much detail as possible about your complaint, including:

- your name;
- your contact number;
- the nature of your complaint;
- details of all persons involved;
- what actions you have taken to date to resolve the issue: and
- the outcome you would like.



How we will handle your complaint

Our complaints officer will oversee the complaints process. This person is responsible for working with you and relevant agency staff, to ensure that the issues you raise are fully examined and that your complaint is handled in accordance with this process.

In the first instance the complaints officer will acknowledge your complaint within two days of receipt and endeavour to resolve the concerns as soon as possible. Complaints will also be entered into the complaints register and monitored.

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.

Fair treatment for all is paramount. The complaint will be handled fairly and in good faith. Any person complained about has the right to know the details of any allegation against them. All parties will have the opportunity to provide their version of events and no final decision will be made or action taken until all relevant information has been assessed.

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 give you an estimate of how long it may take us to deal with the matter when we initially acknowledge your complaint. We will try to finalise the matter within five business days where possible.

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. Some of the things we might do include:



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- take steps to rectify the problem or issue you have raised;
- give you additional information or advice so you can understand what happened or 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 to the company Managing Director as follows:

Huss Saad
huss.saad@villagere.com.au
0413 364 769

If you are still not satisfied by the outcome, you can contact Consumer Affairs Victoria. Consumer Affairs Victoria 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 Consumer Affairs Victoria on **1300 55 81 81** weekdays to discuss your complaint.