

POLICY AND PROCEDURE

AGENCY POLICY – COMPLAINTS

The Agency has zero tolerance for an Agent's failure to comply with the [Property and Stock Agents Act 2002](#), Property and Stock Agents Regulation and other laws relevant to the conduct of Business and, as such, all complaints are addressed actively and in compliance with relevant legislation, including privacy laws.

The Licensee-in-charge has exclusive carriage of the investigation and resolution of all complaints.

The Agency classifies complaints as follows:

- **Feedback.** This type of complaint is treated as input for the Agency's program of continuous improvement.
- **Financial.** Complaints of inappropriate and/or illegal behaviour in relation to a financial matters are treated most seriously by the Agency and will be actioned as a matter of utmost priority. These complaints must be reported to the Licensee-in-charge as soon as possible and the Licensee-in-charge will undertake an investigation and supervise their resolution of the complaint directly.
- **Non-financial.** Allegations of inappropriate and/or illegal behaviour in relation to a non-financial matter are treated seriously by the Agency and will be actioned as soon as practicable.

Complainant's are requested to lodge complaints in writing, setting out matters particular and what they view as an appropriate resolution.

The Agency will acknowledge each complaint immediately and undertake to respond to the complaint in writing within five business days. In responding to the complaint, the Agency will specifically address each item set out in the complaint.

All complaints will remain open until resolved or until all efforts to resolve the complaint have been exhausted.

The Agency's website includes a copy of this policy, as well as a link to allow a complainant to email a complaint directly to the Licensee-in-charge.

To lodge a complaint please contact the Licensee in Charge,

Melissa Lowe email: melissanott@westnet.com.au

Mobile: 0414544759

Office: 0247519585

Postal Address: 31 Mackellar Circle Springwood NSW 2777