



EXCLUSIVE REAL ESTATE

COMPLIMENTS, COMPLAINTS & APPEALS

Complaints Handling Policy (Including Centrepay Complaints)

Exclusive Real Estate Complaints Handling Policy

This **Complaints Handling Policy** applies to all persons engaged in the business.

How to make a complaint

We aim to make it easy for you to bring any issues or concerns to our attention.

You should first raise your issue or concern with the agent, property manager or agency representative that is handling your business.

If you are not satisfied with the outcome, you can then make a written complaint to us by:

- **Email:** contact@exclusivere.com.au
- **Post:** Exclusive Real Estate PO BOX 3349 North Strathfield NSW 2137

Please provide as much detail as possible about your complaint, including 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 team members to ensure that the issues you have raised are fully examined and that your complaint is handled in accordance with this Complaints Handling Policy.

We will treat the process and all the details of your complaint in strict confidence. However, disclosure is required to those within the agency who are required to know. If we need to discuss any issues arising from your complaint with someone outside the agency, we will obtain your consent to do so.

We will always give you a fair opportunity to explain your case. You should make your initial complaint as clear as possible. In some cases, we may want to meet you in person to discuss your concerns and find a satisfactory resolution. Upon receipt of your complaint, it will be classified into one of the following categories:

| | |
|--------------------------|--|
| Negative feedback | Where the complainant is generally unhappy or dissatisfied with the agency's service, actions or staff, and reassurances are appropriate. |
| Formal complaint | Where the complainant expresses dissatisfaction about the agency's service, actions or staff, where a response or resolution is explicitly or implicitly expected or legally required. |

Where the complaint relates to alleged financial misconduct, it will be reported to the principal licensee or licensee in charge as soon as possible to oversee the investigation and resolution of the complaint.

How long will it take?

We will make every effort to resolve your complaint as soon as reasonably practicable. However, the timeline will depend on the nature and complexity of the issue/s you have raised.

We will send you an acknowledgement of receipt of the complaint within two business days. We will also then give you an estimate of how long it may take to deal with the matter. We will do our best to finalise the matter within a reasonable timeframe.

What action will we take in response to your complaint?

If we decide that your complaint is justified, we will then decide what action to take in response. We will always do our best to match our response to the nature of your complaint, but this may not always be possible.

Some of the things we might do include:

- Take steps to rectify the issue or problem you have raised;
- Give you additional information or advice, so you understand what happened or our response to the given situation; and
- Take steps to change our policies and procedures if your complaint identifies a problem in the way that we do 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 NSW Fair Trading or another regulator (for example, the Fair Work Commission or SafeWork NSW). These bodies can deal with inquiries and complaints about real estate agents and offer information, advice and dispute resolution services on real estate issues.

If you are unhappy with how we resolve your complaint, we will provide you with details about how to contact NSW Fair Trading or any other relevant regulator to pursue your complaint if you wish to do so.

In the event that you escalate the complaint to NSW Fair Trading or any other relevant regulator, we will fully cooperate with any investigation that may take place.

Record keeping

We maintain a Complaints Register and all records are kept for a minimum of three years from the resolution of the complaint. The Complaints Register includes details of the following for each complaint:

- Name and contact details of the complainant
- Details of the complaint, including the type of complaint
- Any actions taken
- Resolution of complaint, including if the complainant has been notified of the option to escalate the complaint.

Continuous improvement

This Complaints Handling Policy and relevant procedures will be reviewed each year to ensure that it is up to date and fit for purpose. This includes:

- Review of complaints handling procedures;
- Identification of corrective actions and opportunities to improve procedures; and
- Plans to ensure continual improvement.

The NSW Registrar of Community Housing deals with complaints about our compliance with the Community Housing Provider's Law (the National Law) including the National Regulatory Code. New South Wales Registrar of Community Housing (RCH) for external complaint Housing Appeals Committee 1800 629 794.

Appeal a decision

As a tenant, you can appeal decisions made by Exclusive Real Estate in relation to your tenancy. You can do this by:

Downloading our Compliments, Complaints & Appeals feedback form, completing it:

Mailing it to Exclusive Real Estate PO BOX 3349 North Strathfield NSW 2137

Emailing us at contact@exclusivere.com.au or

Requesting an interview and speaking to us in person. You can bring a friend or advocate for help or support.

The appeals process

Appealing a decision is a two-stage process:

Stage 1: You will receive a letter or email confirming receipt of your appeal within 2 days. A manager will be assigned to review your matter. The person who made the original decision will not manage the appeal. The manager will consider your appeal within 21 days of receiving your letter. You will be advised in writing of our decision.

Stage 2: An appeal to the free, independent Housing Appeals Committee (HAC) if you are still not happy after Stage 1. To do this you must complete the HAC Second Level Appeal Form.

The HAC will assemble all the information they need, including your tenancy file, to consider your appeal and will conduct an informal interview or "hearing" with you. The HAC exists to support tenants and housing applicants to ensure that housing providers apply their policies in fairly and consistently. You can request an interpreter or Aboriginal Committee member or bring a support person to the hearing.

Other organisations that can help

For more information on appeals please contact:

Housing Appeals Committee 1800 629 794

Department of Fair Trading 13 32 20

Tenants Advice and Advocacy Service 1800 251 101

For more information on non-appealable decisions contact:

NSW Civil and Administrative Tribunal (NCAT) 1300 006 228



EXCLUSIVE REAL ESTATE

Centrepay Complaints Policy

Centrepay complaints policy for Exclusive Residential Real Estate

- **Email:** contact@exclusivere.com.au
- **Post:** Exclusive Real Estate PO BOX 3349 North Strathfield NSW 2137
- **Website:** <https://www.exclusivere.com.au/>
- **Phone:** 02 9736 1699

About this policy

This complaint policy outlines how Exclusive Residential Real Estate will manage and handle feedback and complaints from Centrepay customers.

Accessing this policy

Our complaints policy can be accessed:

- on our website <https://www.exclusivere.com.au/>
- on display in our office or at outlets
- when you sign any forms with us to use Centrepay.

We will also provide a copy of our policy within **5 business days** upon request.

How a customer can make a complaint

You can make a complaint using any of these channels (insert the following or remove any that don't apply):

- phone: 02 9736 1699
- email: contact@exclusivere.com.au
- in person at our place of business: 359-361 Concord Road, Concord West NSW 2138
- online: <https://www.exclusivere.com.au/>
- in writing: Po Box 3349, North Strathfield NSW 2137

When you make a complaint, the following details will help us investigate and resolve the complaint:

- the date or dates when the issue happened
- your name and contact details
- any supporting documents or information. For example, your account or reference number.
- details of the issue or concern, including amounts, location, staff you spoke to or when you contacted for help.

You may choose to have an authorised third-party make a complaint on your behalf. This could include a financial counsellor, community lawyer, or a trusted friend or family member. We will accept established third party authority forms in these instances. In the absence of a form, we may seek confirmation from you that the person is authorised to act on your behalf.

How we'll manage a customer complaint

What customers can expect from us when making a complaint.

Exclusive Residential Real Estate will:

- respond in writing or verbally, if a written response isn't possible
- aim to resolve the complaint within 20 business days
- review the complaint fairly and impartially, without discrimination or detriment
- handle all complaints confidentially, and in accordance with privacy obligations
- escalate serious or complex complaints to senior management

We will keep customers informed of progress as we investigate and resolve complaints. All correspondence will be documented.

How we'll manage an unresolved customer complaint

When a customer complaint is serious, repeated or remains unresolved, we will refer the complaint in writing to Services Australia within 5 business days.

We may also refer the matter to a relevant ombudsman or consumer protection agency, where required.

These services can be contacted at any time about the outcome.

Services Australia can be contacted using any of the following:

- By calling the feedback and complaints service on 1800 132 468
- Online via the Services Australia website or by using your Centrelink online account
- In writing to the following address:

Centrelink and Medicare, Services Australia Complaints and Feedback

Reply Paid 7800

Canberra BC ACT 2610

- In person at a Centrelink service centre.

Record keeping

Exclusive Residential Real Estate maintains complaint records relating to Centrepay securely for a minimum of 7 years in accordance with privacy obligations. Information retained may include, but not limited to:

- details of complainant
- details of the complaint
- actions taken
- the outcome of the complaint
- any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.