

Complaint Handling and Dispute Resolution Policy

How to make a complaint

Unrealestate 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 property manager who is handling your business.

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

- Phone during business hours and ask to speak to the Licensee-in-charge Chris Hines
- Post to 137 Sawtell Road, Toormina NSW 2452
- Email to our Licensee-in-charge Chris Hines

Please provide as much detail as possible about your complaint, including the outcome you would like.

How we will handle your complaint

Our Licensee-in-charge 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.

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.

We will always try to give you a fair opportunity to explain your case. You should make your initial complaint as clear as possible. 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.

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.

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 Department of Fair Trading.

The Department of Fair Trading can deal with enquiries and complaints about real estate agents and offers information, advice, and dispute resolution services on real estate issues.