

## How to Make a Complaint

Yeramba Estates aims to make it easy for you to bring problems or complaints to our immediate attention.

You should first raise your issue with the Sales Representative who is handling your business. If you are not satisfied with the outcome, there are a number of options to make a complaint to our office.

You can contact us:

- **By Telephone (during business hours)** 029 4115155 ask to speak to The Principal
- **By Email:** sales@yeramba.com.au - Attention to the Principal
- **By Fax:** 029 4115144 - Attention to the Principal
- **By Post:** PO Box 5423 West Chatswood 1515 - addressed to the Principal

Please provide as much detail as possible about the nature of your complaint, including the outcome you would like. If you need assistance in describing or making a complaint or if you would like to discuss your concerns informally first, please feel free to contact our office.

### How We Will Handle Your Complaint

Our Licensee or General Manager will administer the complaints process. Each person is responsible for liaising with you and with relevant agency staff to ensure that the issues you have raised 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 person(s) outside of the agency, we will obtain your consent first.

We will always try to give you a fair and reasonable opportunity to explain your case. You should make your initial complaint as clear as possible. Sometimes we may want to meet with you in person to discuss your concerns & try to find a satisfactory solution.

### How Long Will It Take?

We will endeavour to resolve your complaint as soon as possible. However, the length of time will depend on the nature and complexity of the issues you have raised.

You will receive acknowledgment of receipt of the complaint from us within two (2) business days. We will give you an estimate of how long it may take our office to deal with the matter and we will endeavour to finalise the matter within five (5) business days.

### What Action Will We Take In Response To Your Complaint?

If we decide that your complaint is justified, we will then decide what action should be taken 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 May Include:

- Take necessary steps to rectify the problem or issue you have raised.
- Provide you with additional information or advice so you can understand what has transpired or how we have dealt with it.
- Take steps to change our Policies or Procedures if your complaint identifies a problem within our Organisation.

### What If You Are Still Unhappy?

Sometimes it will not be possible to resolve a complaint to everyone's satisfaction, and you may want to escalate the matter to the Real Estate and Business Agents Supervisory Board (a division of the Department of Consumer and Employee Protection). You can telephone REBA on 1300 30 40 64 weekdays to discuss your complaint.