

## **Procedure for handling customer complaints and issues**

We aim to resolve as many problems as possible within the company to avoid having complaints and problems reported externally, and to preserve the goodwill of our customers even if things have gone wrong.

Our agency accepts that some complaints will be spurious but some may be well founded. Everyone makes mistakes and the Licensee expects honesty from all staff if they have make a mistake. The staff member should, in return, receive support from the Licensee.

### **What is a 'complaint'?**

If a complainant simply complains at you because it has taken you half an hour to return his or her call, clearly that may not amount to a complaint. If a complainant says that you continually delay in returning his or her calls or that you do not return his or her calls at all, that is a complaint.

These are called "formal complaints" and we treat them the same way even if an individual complaint may appear to be based on, for example, an unrealistic expectation of what we can do.

If complainants make a formal complaint, their complaint must be documented by way of file note and/or email to the Licensee.

### **All staff**

Refer every complaint to the Licensee immediately.

### **How we deal with complaints**

The Licensee will investigate every complaint by reviewing the file note and/or email to the Licensee. If necessary, ask for full details from the complainant either through a personal interview, over the telephone or in writing.

Also discuss the matter with all staff who have worked on it to identify a constructive response to address the customer's concerns.

The reply to a complainant may include an apology from the company and an assurance that the failure will not happen again, or other response as appropriate in the circumstances.

The primary objective is to ensure that the interests of the client Owners Corporation or Community Association are served. Transparency is paramount and the Secretary, Owners Corporation Representative, and/or Strata Committee are to be advised of complaints and resolutions.

### Recording complaints

The person recording a complaint is to prepare a summary of all facts, conclusions, recommendations and outcomes for every complaint.

### What happens after the complaint is resolved?

The Licensee or delegate is to consider whether changes are necessary to correct problems (or potential problems) identified during the complaints investigation

Changes may include amending relevant procedures or policies, induction procedures, staff appraisals, communication, supervision or training.

Complaints arising (including trends) are to be discussed at Management meetings.

### General Customer Complaints Register

A record of a general complaint is to be registered in the General Customer Complaints Register and records are to be maintained for at least 3 years from the date of receipt or resolution, whichever is the later.

Date	Scheme	Complainant	Complaint details	Outcome

### Financial Customer Complaints Register

A record of a financial transactions complaint is to be registered in the Financial Customer Complaints Register, which is to be maintained and supervised directly by the Licensee in charge. Records are to be maintained for at least 3 years from the date of receipt or resolution, whichever is the later.

Date	Scheme	Complainant	Complaint details	Outcome

### **Location of register and security**

The Licensee will keep the register up to date and ensure it is available for inspection by NSW Fair Trading, should it be required.

### **Records to be kept for 3 years**

All records in relation to this procedure must be kept for a minimum of 3 years.

### **Compliance reviews**

Each licensee in charge is responsible for ensuring that compliance with the operational procedures under this policy are regularly reviewed, and that a record is kept showing evidence of such reviews. The licensee in charge must also keep a record of any non-compliance with procedures as set out in this policy by a person engaged with the business.

The licensee in charge must be able to produce all documentation relevant to this procedure to an authorised officer in accordance with section 105 of the *Property and Stock Agents Act 2002*.

### **Document history**

12 June 2020	First issue
1 February 2022	Reviewed