Residential and Property Management
Complaint Process
Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012 - Rule 12

Initial Complaint

Written Complaint	Received by compliance manager/property management team leader.
Acknowledgement	Compliance manager/property management team leader to acknowledge the branch manager.
Complaint referred to branch manager	Complaint (in written form) forwarded to branch manager.
Branch Manager	Branch manager to acknowledge receipt of complaint and advise that a formal response will be provided. For residential issues, within 5 working days, for property management issues within 48 hours.
Branch Manager	Branch manager to investigate and obtain a written report from the salesperson/property manager.
Branch Manager	Branch manager to review process and send formal response with comment and to respond complaint conclusion.
Branch Manager	Branch manager to send a copy of response and supporting file documentation to compliance manager/property manager team leader for file.

For complaints responded to by branch manager but which do noy satisfy the complainant

Escalated Complaint	Escalate complaint in writing to compliance manager/property management team leader.
Acknowledgement	Compliance manager/property management operations team leader to acknowledge receipt of complaint and advise that the matter will be reviewed from an agency perspective and response provided within 10 working days.
Agency Level Review	Compliance manager/property management team leader to review the file and Branch manager's response seek additional information if required.
Agency Level Response	Compliance manager/property management team leader to provide formal written response from an agency perspective and advise that the process does not preclude the matter from being referred to the Real Estate Agents Authority (residential issues) or Tenancy Advice Helpline (property management issues).
Recording	Issue to be recorded in the complaints register. Documentation to be held on file.