

## Customer Complaint Policy

We welcome your feedback as we'd like to know urgently if we're not delivering our promised service and we'd like to have the opportunity to correct the problem. Please contact our General Manager on email [gm@beesnees.com.au](mailto:gm@beesnees.com.au) or by calling 07 3214 6888.

Here's our formal policy:

### 1. Purpose

This policy is implemented to acknowledge the right of, and to encourage any clients of Bees Nees City Realty who are not satisfied with the service provided to contact us with your concerns. All complaints received will be handled in strict confidence and within timeframe guidelines outlined below.

### 2. Scope

This policy applies to all clients, employees and management of Bees Nees City Realty.

### 3. Internal Responsibilities

#### Managing Director & General Manager

Approval of Policy

Investigation of Complaints

#### Managers

Implementation and ensure adherence of policy

Investigation of Complaints

#### Employees

Adherence to policy

Investigation of Complaints

### 4. Principles

At all times any identifying information held within the complaints process will be governed by the Bees Nees City Realty Privacy Policy.

## 5. Policy

### 5.1 Receipt of Complaints

- Please email us at [info@beesnees.com.au](mailto:info@beesnees.com.au) or call on 07 3214 6888.
- All complaints will be recorded and immediately allocated to the relevant area of responsibility for investigation
- All complaints received will be treated with equal respect and importance.

### 5.2 Investigation of Complaint

- All complaints will be investigated by the allocated member of the Bees Nees City Realty team
- If the complaint is in relation to the conduct of a Bees Nees City Realty team member, the complaint will be investigated by the team member's supervisor and/or the General Manager or Managing Director.
- The complaint investigator will be in contact with the complainant within 24 hours of the complaint being received.
- All complaints will be recorded and held on file for reference and the subject matter may be referenced as training resource in the future.

### 5.3 Resolution of Complaints

- We undertake to deal with your concern as quickly as possible and to respond, as a minimum, within 7 days of receiving it.
- The resolution process will be in consultation with the complainant and the assigned investigator and/or the Managing Director.
- If all parties are satisfied with the suggested resolution, the complaint will be actioned accordingly.

### 5.4 Other Avenues of complaint

- If the complainant is not satisfied with the outcome of the complaint investigation the matter will be referred to the Managing Director for further investigation and resolution.
- If the complainant is not satisfied with the secondary result of the complaint investigation and resolution process we may agree to mediation through the Queensland Department of Justice's and Attorney- General's Dispute Resolution Service
- Naturally you always have the right to seek legal advice, lodge a complaint with the Office of Fair Trading or commence an action with the QCAT.