

REAL ESTATE COMPLAINTS HANDLING & DISPUTE RESOLUTION POLICY

for customers of McGregor Real Estate, 116 Mayne Street Gulgong.

McGregor Real Estate have a business goal that we will make every endeavour to minimise problems in our interaction with customers and we do have a procedure to address any problems that may arise.

We do recommend that you first raise your issue with the agent, representative or property manager who is handling your business and hopefully we can come to a resolution. Sometimes it may be beneficial to arrange a meeting with you to clarify the situation and try to find a satisfactory solution.

If you are not satisfied with the outcome of this action, you can escalate your concerns to us by:

Telephone: 0263742393 ask for Bruce McGregor

Email: selling@mcgregorrealestate.com.au

Mail: McGregor Real Estate 116 Mayne Street Gulgong NSW 2852.

Completion and submission of our Complaints Resolution Form.

Further actions:

Please provide details of your complaint, including the outcome you would like, where applicable.

If you need help to describe or send your complaint, or if you would like to discuss your concerns informally first, please contact us.

Our actions on receiving your complaint.

- Your complaint will be reviewed by our Principal who oversees our operations, who is responsible for working with you and the relevant member of our team, 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 our business, we will obtain your consent first.
- We will always try to give you a fair opportunity to explain your concerns. You should make your initial complaint as clear as possible.
- 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.

- We will send you acknowledgement of receipt of the complaint within two business days. We will provide you with an estimate of the likely timeline and try to finalise the matter within five business days and will keep you updated through the process.

What action will we take in response to your complaint?

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. As a licenced real estate office, we are also obliged to act under NSW Government guidelines and regulations in our day to day running and we may need to clarify these requirements.

We will determine the appropriate action after due considerations of all aspects.

Some of the things we might do include:

- Provide you with additional information or advice so you can understand what happened or how we acted and why we dealt with it as we did.
- Take steps to rectify the problem or issue you have raised
- Take immediate steps to change our policies or procedures and or further training, if your complaint identifies a problem in the way we are doing things.

What if you, the customer, 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 further. Details of the relevant authority in our state is set out below:

After trying to resolve your concerns with the real estate agency, enquiries and complaints about real estate agents should be directed to NSW Fair Trading at:

www.fairtrading.nsw.gov.au