

PRIVACY POLICY

Complaint Handling & Dispute Resolution Policy

At A-Z we aim to make it easy for you to bring any problems or complaints to our attention. We recommend that you first raise your issue with the staff member you are dealing with.

If you are not satisfied with the outcome, you can escalate your concern to us by contacting our office manager Julia Verdians on 9815 1124 or email juliav@antonzhouk.com.au.

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

How we will handle your complaint:

Your complaint will be reviewed by our office manager who is responsible for working with you, 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. Sometimes it may be beneficial to arrange a meeting with us to try to find a satisfactory solution.

How long will it take?

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 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. There will be an element of assessment needed to determine the appropriate action.

Some of the steps this will include:

- Provide you with information so you can understand what happened and how we have dealt with the situation.
- Take steps to change our policies or procedures if your complaint identifies a problem in the way we are doing things.

What if you're still unhappy?

Sometimes it will not be possible to resolve a complaint to everyone's satisfaction, and you might want to escalate the matter to Consumer Affairs Victoria (CAV).

CAV can deal with enquiries and complaints about real estate agents. They offer information, advice, and dispute resolution services on real estate issues.

You can telephone CAV on 1300 73 70 30, Monday to Friday 9:00am to 5:00pm.

Website: <https://www.consumer.vic.gov.au/>