



COMPLAINT HANDLING POLICY & PROCEDURE

Artha Property Group will consider every complaint by a client or customer (the Complainant), and either accept the complaint, whether wholly or partly, or reject the complaint. Responses to the complainant will be in writing from our complaints officer.

Complainants are requested to make their complaint in writing within Twenty Four Hours.

Acknowledgement of receipt of a complaint, in writing, within Seven (7) Days, or at a later date, if agreed to by the Complainant.

If our Agency accepts the complaint, we will arrange restitution (if applicable) within Seven (7) days of writing a response, or at a later date if agreed to by the Complainant.

In the event that the Complaint is not accepted by our Agency either in part, or wholly, then we will provide the Complainant with a separate document as per the *Property Agents & Motor Dealers Act 2000* relevant Code of Conduct.

This document provides full explanation of your rights and remedies as a Consumer under the Act.

There are Four (4) Codes of Conduct under the *Property Agent & Motor Dealers Act 2000* namely the;

- REAL ESTATE AGENCY PRACTICE CODE OF CONDUCT
- RESIDENT LETTING AGENCY PRACTICE CODE OF CONDUCT
 - AUCTIONEERING PRACTICE CODE OF CONDUCT
- PROPERTY DEVELOPER PRACTICE CODE OF CONDUCT

For a copy of the relevant Code of Conduct please visit www.legislation.qld.gov.au

or a copy can be purchased from **GoPrint**.

The Management

ARTHA PROPERTY GROUP PTY LTD