

Complaint Process Information Sheet

V1.2.AL/0618

Our focus is on providing the highest industry standard of service; therefore we are always keen to know what our customers think we do well or where we could improve.

We are committed to the effective handling of complaints and timely resolution of disputes. The purpose of this document is to describe ways in which you can raise your concerns and how we will respond.

Receiving complaints and the complaint process

If you have a complaint or a dispute you can either contact your Property Sales Consultant or Property Manager or Leasing Officer or express your concern directly with Xynergy Realty (Xynergy). You should explain the details of your complaint as clearly as you can. You may do this verbally or in writing.

You can communicate your complaint with the *General Manager* using the following methods

Phone: **03 9398 8400**
Email: **info.altona@xynergy.com.au**
Mail: **114-116 Queen Street, Altona, VIC 3018**

When we receive a complaint, we will attempt to resolve it promptly. Upon receipt we will contact you if any further information is needed. Once all information is available, we will investigate the matter thoroughly and inform you of the outcome as soon as possible.

We will keep you updated of the progress throughout the process. If resolution takes longer than *five (5) business days*, we will provide you with a written final response no later than 45 days from the date of the complaint.

If resolution cannot be achieved within 45 days, we will provide a written explanation as to the reason.

Our external dispute resolution

If we do not reach agreement on your complaint, you may refer the complaint to *Victorian Civil and Administrative Tribunal (VCAT)*.

Website: **www.vcat.vic.gov.au**
Mail: **55 King Street, Melbourne Vic 3000 Australia**
GPO Box 5408 Melbourne Vic 3001

The VCAT Act governs the general operation of each list, however, the functions of VCAT under enabling Acts are allocated to lists. For this reason, the process often varies between lists.

Variations in how VCAT resolve cases may occur due to the nature of the cases brought to each list. The process begins when a user of VCAT's services files an application with the relevant list. To help settle a dispute, a mediation, directions hearing or compulsory conference may take place depending on the case, however, many cases proceed to a hearing.

