



# Complaints Procedure

## Karen Stehr Property Complaints Procedure

**1. Provide your complaint in writing;** Please provide as much details as possible about the nature of your complaint, including the outcome you would like in order to resolve the matter.

**2. Your complaint with be acknowledged;** Once we have received your written complaint, we will acknowledge receipt of this information within two (2) business days.

**3. We will assess your complaint;** We will endeavour to resolve your complaint as quickly as possible, however we will examine the details of your complaint prior to responding, the length of time will depend on the nature and the complexity of the complaint. We will endeavour to have the matter resolved within five (5) business days from acknowledgement of receipt of your complaint. During the assessment stage we may;

- Request further information or documentation to support your complaint
- Discuss the matter with other parties involved
- Review our internal policies and procedures

**4. Respond to your complaint;** Once all assessment of the complaint has been completed, we will respond to you with a suggested resolution or compensation. We will always strive to ensure that you are satisfied with the outcome of your complaint and how we respond.

### What if you're still unhappy?

Sometimes it will not be possible to resolve a complaint to everyone's satisfaction but we will do our utmost to ensure that we have not only acknowledged your complaint but have assessed the situation and offered you a range of possible solutions in order to rectify the issue.

If you are still unhappy we will provide you information regarding the following;

- Time restrictions on making a claim
- Considering whether or not to seek legal advice
- Information on how to seek mediation through the dispute resolution procedures of the Department of Justice and Attorney General or depending on the nature and the amount of the complaint, commence an action against the agent in QCAT or a court or may contact the Office of Fair Trading which may commence disciplinary proceedings or take other action under the Act.

All complaints are to be supplied in writing to either;

**ATTN KAREN STEHR**

**Email: [karen@karenstehrproperty.com.au](mailto:karen@karenstehrproperty.com.au)**

**Post: PO Box 141, Mooloolaba, QLD 4557**



Karen Stehr  
PROPERTY

## Privacy Policy

The Manager will then acknowledge the complaint;

Once a complaint has been received the relevant manager will respond to confirm that the complaint has been received within 2 business days.

The Manager will then investigate the complaint;

The Manager will then have 7 business days to investigate the complaint and formally respond with the possible solutions that may be offered in order to rectify the complaint.

The Manager will aim to gather as much relevant information about the complaint and the details surrounding the complaint in order to fairly and logically assess the situation and offer suitable suggestions on how the complaint will be remedied.

The Manager will respond to all complaints in writing within 7 business days. The response must be in writing in order to illustrate the investigation and to maintain a formal record of the resolution that is being offered. The Manager may also choose to phone the client to discuss the resolution, but this will always be coupled with a response in writing.

What happens if the Manager chooses to reject the complaint;

If for whatever reason a Manager rejects a complaint after sufficient investigation, the Manager must provide reasons in writing as to why the complaint was rejected. The reasons will also be accompanied by a separate document warning of the following;

That there may be time restrictions on making a claim

That the complainant should consider whether or not to seek legal advice

A statement that the complainant may wish to seek mediation through the dispute resolution procedures of the Department of Justice and Attorney General or depending on the nature and the amount of the complaint, commence an action against the agent in QCAT or a court or may contact the Office of Fair Trading which may commence disciplinary proceedings or take other action under the Act.