

COMPLAINTS POLICY



Purpose

LJ Hooker Lifestyle Group is committed to providing professional, ethical and high quality real estate services. We value feedback from landlords, tenants, vendors, purchasers, prospective clients, contractors, suppliers and members of the public.

We recognise that complaints provide an opportunity to improve our services and strengthen relationships with our clients and community.

This policy outlines how complaints can be made, how they will be handled and the expected timeframes for resolutions.

Scope

This policy applies to complaints relating to:

- Residential and Commercial property management services
- Property sales and leasing activities
- Conduct of employees, contractors or representatives of the agency
- Agency policies, procedures or best practices
- Customer service issues
- Communication concerns
- Any other matter relating to services provided by the agency

This policy applies to complaints received from:

- Landlords
- Tenants
- Vendors
- Purchasers
- Prospective clients
- Contractors and service providers
- Members of the public

Compliance with Legislation

LJ Hooker Lifestyle Group is committed to complying with all applicable and professional standards.

Our complaints process supports compliance with relevant legislation, including:

- The Property and Stock Agents Act 2002 (NSW)
- The Property and Stock Agents Regulation 2022 (NSW)
- The Residential Tenancies Act 2010 (NSW)
- The Australian Consumer Law
- The Privacy Act 1988 (Cth) and
- Any other applicable legislation, regulations and industry codes of conduct

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Where a complaint involves a potential breach of legislation, professional conduct requirements, trust account obligations or consumer protection laws, the matter will be investigated and managed in accordance with our legal obligations.

Where appropriate, complainants may be referred to the relevant regulator, tribunal, or government authority including NSW Fair Trading or the NSW Civil and Administrative Tribunal (NCAT).

Nothing in this policy limits a person's right to seek assistance from an external authority at any time.

Our Commitment

When handling complaints, we will:

- Treat complaints with courtesy, respect and fairness
- Take all complaints seriously
- Handle complaints confidentially where appropriate
- Investigate complaints objectively and impartially
- Seek to resolve complaints promptly and fairly
- Keep complainants informed of progress
- Use complaint outcomes to improve our services

No person will be disadvantaged or treated unfairly because they have made a complaint.

How to Make a Complaint

Complaints may be lodged by:

Email: lifestylegroup@ljhooker.com.au

Telephone: 02 4655 2111

In Writing: Po Box 50, Camden NSW 2570

In Person: At any of our office locations during business hours

Online Form: [Complaints Form – Fill out form](#)

To assist us in investigating your complaint, please provide:

- Your name and contact details
- Property address (if applicable)
- Details of the complaint
- Dates and times relevant to the complaint
- Names of any staff members involved
- Copies of supporting documents or evidence (where available)
- The outcome you are seeking

Anonymous complaints may be considered where sufficient information is provided, however, our ability to investigate may be limited.



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Complaints Handling Process

Step 1 – Acknowledgement

We will acknowledge receipt of your complaint within two (2) business days. The acknowledgement may be made by phone, email or in writing.

Step 2 – Assessment

The complaint will be reviewed to determine:

- The nature and seriousness of the complaint
- The relevant staff members involved
- Whether additional information is required
- The appropriate person to investigate and respond
- Whether the complaint needs to be escalated to senior management

Stage 3 – Investigation

The investigation may include:

- Reviewing agency records and documentation
- Speaking with relevant staff members
- Obtaining information from third parties, where appropriate
- Reviewing legislation, policies and contractual obligations
- Assessing evidence provided by the complainant

All parties involved will be given an opportunity to provide relevant information.

Stage 4 – Outcome

Following the investigation, we will provide a response outlining:

- Our findings
- Any actions taken or proposed
- Any remedies offered where appropriate
- Reasons for our decision

We aim to provide a final response within ten (10) business days of receiving the complaint.

Where additional time is required, we will advise the complainant of the delay and provide an updated timeframe.

Possible Outcomes

Depending on the circumstances, outcomes may include:

- An explanation of events
- An apology
- Corrective action
- Additional staff training
- Process improvements

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- Rectification of an error
- Mediation between parties
- Referral to an external authority where appropriate

Not all complaints will result in a finding that the agency has acted incorrectly.

Escalation and Internal Review

If a complainant is dissatisfied with the outcome, they may request an internal review.

Requests for reviews should be made within twenty-one (21) days of receiving the complaint outcome.

The review will be conducted by a senior manager or director who was not directly involved in the original investigation where practicable.

The complainant will be advised of the review outcome in writing.

External Dispute Resolution

If a complainant remains dissatisfied after the agency's internal complaints process has been completed, they may seek assistance from the relevant external authority, tribunal, consumer affairs agency, fair trading authority, ombudsman or regulatory body applicable in their jurisdiction.

LJ Hooker Lifestyle Group will cooperate with any lawful investigations undertaken by an external authority.

Unreasonable Conduct

We understand that people may be upset when making a complaint. However, our staff have the right to work in a safe and respectful environment.

We may limit or cease communication where a person:

- Uses abusive, threatening, discriminatory or offensive language
- Harasses staff
- Makes vexatious or frivolous complaints
- Repeatedly raises issues that have already been investigated and finalised
- Makes unreasonable demands on staff resources

Any such action will be taken fairly and proportionately.

Privacy and Confidentiality

Complaint information will be handled in accordance with applicable privacy laws.



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Information will only be disclosed where:

- It is necessary to investigate the complaint
- It is required by law or
- The complainant has consented to the disclosure

Records of complaints will be securely maintained and retained in accordance with our record keeping obligations.

Contact Details

Complaints Officer

LJ Hooker Lifestyle Group

Phone: 02 4655 2111

Email: lifestylegroup@ljhooker.com.au

Postal Address: PO Box 50, Camden NSW 2570

Office Hours: 9:00AM – 5:00PM, Monday to Friday