

Compliments & Complaints

If you have a compliment or a complaint we want to hear about it. We listen to our customers. You can trust that we take your feedback onboard. We take pride in what you think we do well, and we learn from what you think we could do better.

If you want to commend one of our agents, please let us know. We will pass on your words to our team so that good work is celebrated.

If you feel we haven't delivered on what we promised, let us know and we'll start an investigation for you. We'll let you know what we're doing about your complaint as soon as possible.

How to make a complaint

Please contact us in writing with your details and the relevant information. You can attach other information you think may be necessary, including photos or emails. If you would prefer us to keep the information you send us confidential, please tell us.

What happens when I make a complaint?

Once your complaint has been submitted, you will receive an acknowledgement of receipt by email and we will tell you when you can expect a response. We will aim to address your complaint as quickly as possible. When a formal complaint is lodged with us we investigate it independently with the view to ascertaining what has happened and then taking the appropriate action. If an agent has failed to uphold our high ethical standards, we want to know so we can fix it. When we have completed our investigation we will contact you and check that you are happy with the resolution and how we will stop the problem happening again. We will aim to take all promised action as quickly as possible.

Can I withdraw my complaint?

You can withdraw your complaint at any stage by emailing us.

What if I am not happy with the decision?

Although every effort will be made to resolve your issue, if we are unsuccessful, you may wish to take the matter to NSW Fair Trading at <https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>



COMPLAINTS POLICY