

# Complaint & Dispute Resolution

## Our Service Guarantee

- At Woodards, we are committed to meeting the standards promised to you when you engage us to handle your real estate services. We promise to rectify any problem which has occurred due to any failure on our part to perform any of our services to the standard promised.
- We will consider all feedback and listen to customers' suggestions as to how we might improve our services.
- If we make an error, we will acknowledge it and do what we can to rectify it. We will then introduce the necessary procedures to avoid us repeating it.

## Customer Complaints

If any of our services have not met your expectations or if you have a concern with any aspect of our services, we would like you to tell us. Please contact the manager at the branch where the complaint originated. They will try to resolve any complaint quickly and effectively.

If you have a complaint that is unable to be resolved at branch level, you can contact us in a number of ways -

- Call our Client Services Manager on 03 9805 1111
- Email us directly at [corporate@woodards.com.au](mailto:corporate@woodards.com.au)
- Mail your concerns to our Client Services Manager at PO Box 387, Camberwell 3124

We will acknowledge all complaints and respond in writing once we have had the opportunity to assess the complaint in full.

## Dispute Resolution

Woodards has a team of senior managers who form part of our Dispute Resolution Panel. When a complaint is not able to be addressed by our Client Services Manager, the matter will be referred to our Dispute Resolution Panel for further deliberation.

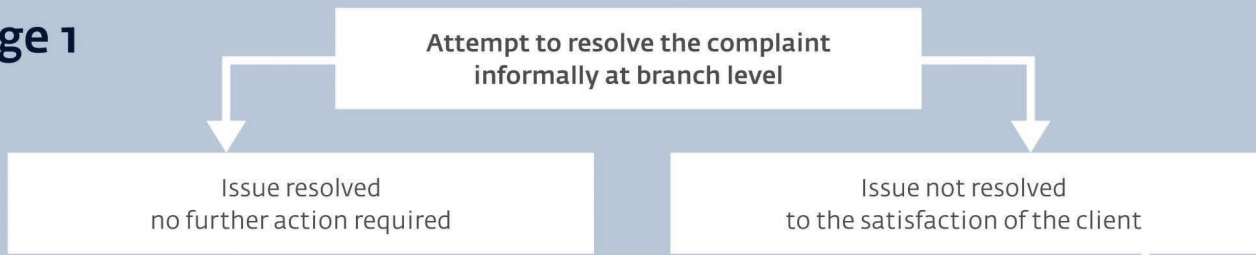
If your complaint regarding our real estate services is still not able to be resolved to your satisfaction, or you believe you have not had a fair hearing from us, you may refer your complaint to:

**Department of Consumer Affairs (Estate Agent Resolution Services) 1300 737 030**

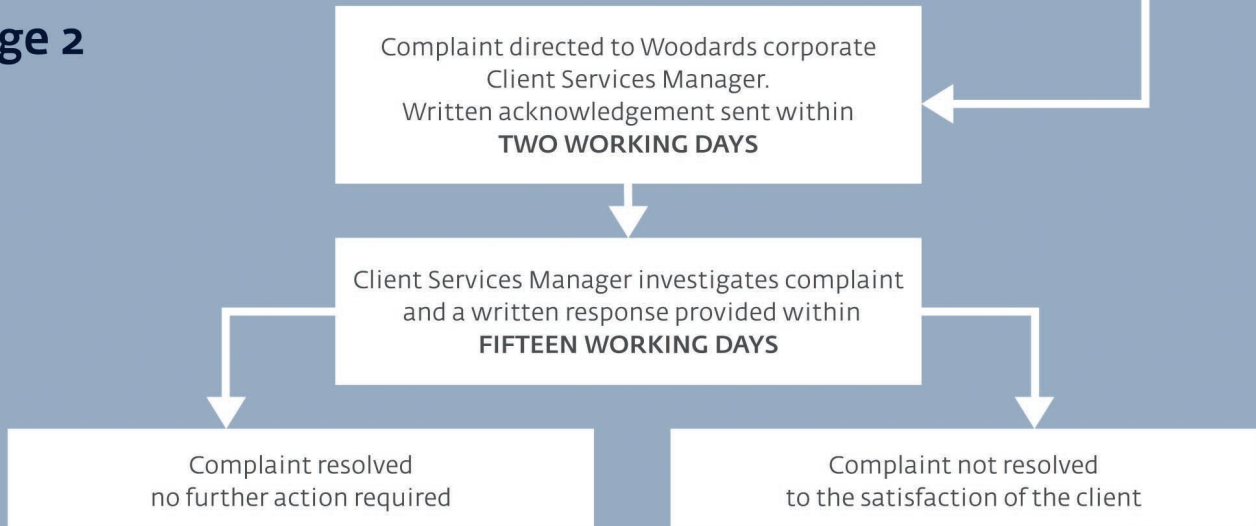
or;

**Victorian Civil and Administrative Tribunal (VCAT) 03 9628 9700**

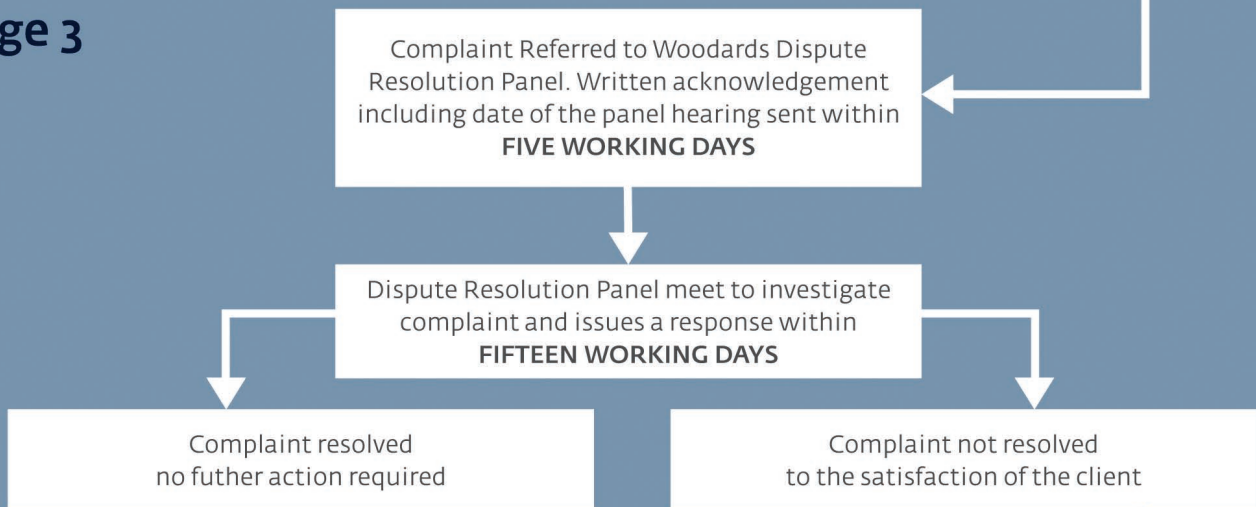
## Stage 1



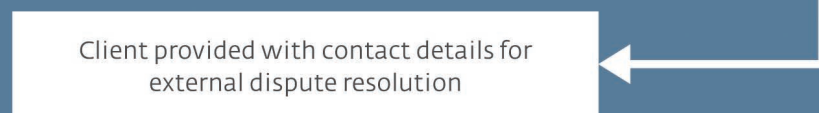
## Stage 2



## Stage 3



## Stage 4



A client can complain directly to any external body at any time however, they will usually only investigate a complaint after it has been through our internal complaints and disputes procedure.