

Dispute Resolution Policy & Procedure

1. Purpose

This policy and procedure provides guidelines for resolving complaints and disputes if and when they arise for the operation of Landmark Harcourts Wangaratta.

2. Scope

This policy is for the use and benefit of clients and staff of Landmark Harcourts Wangaratta.

3. Policy Statement

Peliton Pty Ltd trading as Landmark Harcourts Wangaratta will conduct a professional business based on honesty, integrity, trust and above all, being good to people. All staff must make efforts to minimise disputes and seek to resolve them. In the event of a dispute Landmark Harcourts Wangaratta is committed to actively listening and seeking to understand the issue being disputed, will act in accordance with the law and with our mission statement and seek to resolve the dispute to the satisfaction of all parties.

4. Implementation – Responsibilities

Staff are encouraged to resolve disputes within the scope of their duties and to advise their immediate team leader of details of the dispute.

If the dispute cannot be resolved quickly to the satisfaction of both parties within the scope of the Authority to Act, details of the dispute should be conveyed to the Officer in Effective Control as soon as is reasonably practical.

5. Procedures

During the signing of a managing authority or tenancy agreement, clients must be made aware of the dispute resolution process.

Contact details for the OIEC are provided to the vendor, owners and tenants in welcome letters following listing and leasing of property.

If a client or member of the public wishes to make a complaint they should provide this notice to the Officer in Effective Control, Joe McKenzie via email joe.mckenzie@landmarkharcourts.com.au or in writing during business hours or via mail, delivered attention to Joe McKenzie, Principal/Director, Landmark Harcourts Wangaratta, 44 Ryley Street, Wangaratta VIC 3677.

Written confirmation of receipt of the complaint will be provided to the client within 7 days, ideally within 24 hours.

Agent's Representatives can seek to resolve a dispute with a client directly and should keep notes in H1 and PropertyMe regarding conversations and commitments made relating to the dispute, including details of proposed resolutions and agreements made to resolve the dispute. They should keep the OIEC advised of details relating to the resolution and seek advice and direction as required.

If the dispute implies breach of the management of a Trust Account it should be reported to the Auditor promptly, within 24-48 hours via phone or email.

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If the dispute relates to a matter of Professional Indemnity or Public Liability it should be reported to the underwriter/insurer promptly, within 24-48 hours via phone or email.

6. Related Policy Documents and References

Estate Agents (Professional Conduct) Regulations 2018

Estate Agents Act 1980

Residential Tenancies Act 1997.

7. Review

This policy will be reviewed annually, or in line with changes to the law, and all employees will be advised of changes and arrangements for their implementation.

Date last reviewed: 14/09/2018

Next review date: 01/09/2019

Kasperczyk, R and Cotton, P, 2018