



## **COMPLAINTS HANDLING POLICY**

Russell James Peter & Pure Real Estate Group Pty Ltd T/A Pure Rentals had developed the following policy for handling complaints within the business:

1. All complaints must be made in writing and addressed to the Operations Manager of Pure Rentals. This can be by way of email or letter.
2. Once a complaint has been received, within 7 days the Operations Manager will:
  - a.) Accept the complaint, wholly or partly; or
  - b.) Reject the complaint in writing
3. If the Operations Manager accepts the complaint, and restitution is required to be made to the complainant, the Operations Manager will arrange for the restitution to be made –
  - a.) Within 14 days after accepting the complaint; or
  - b.) If both parties agree, by a later date
4. If the Operations Manager rejects the complaint, the Operations Manager must give the complainant written reasons for the rejection. This may be done by email or letter.

**Russell James Peter & Pure Real Estate Group Pty Ltd T/A Pure Rentals is governed by the following legislation:**

- Property Occupations Act 2014
- Residential Tenancies and Rooming Accommodation Act 2008
- Privacy Act 1988
- Spam Act 2003
- Anti Discrimination Act 1991
- Property Law Act 1974
- Neighbourhood Disputes Resolution Act 2011
- Workplace Health and Safety Regulation 2011
- Trading (Allowable Hours) Act 1990
- Land Sales Act 1984

*(For a full list of legislation or to obtain a copy, please refer to [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au))*