

## Group One Business Sales complaint handling and dispute resolution policy and procedure.

### How to make a complaint

Group One Business Sales aims to make it easy for you to bring any problems or complaints to our attention. You should first raise your issue with the agent or representative who is handling your business.

### Informal Complaint Process

A Client with an issue, question or complaint may raise the matter with staff of Group One Business Sales and attempt an informal resolution of the complaint.

Clients with an issue, question or complaint can arrange a meeting to discuss the matter with one of the following staff members who are responsible to try and resolve the issue, question or complaint with the Client:

- Sales Representative
- Business Manager
- Principal Agent
- Company Directors

The staff member will try and resolve the issue at the meeting or if required investigate the matter and then arrange another meeting with the Client to discuss the outcome of the investigation and offer a solution if appropriate.

You can make a complaint to us by:

- **telephone (during business hours):** call 1300 883 080 / 0419 307 236 and ask to speak to Timothy Sillcock.
- **email:** [info@gobs.com.au](mailto:info@gobs.com.au)
- **post:** PO Box 173 Richmond Victoria 3121

Please provide as much detail as possible about your complaint, including the outcome you would like. If you need help to describe or send your complaint, or if you would like to discuss your concerns informally first, please feel free to contact us.

Clients who are not satisfied with the outcome of the discussion regarding the complaint are encouraged to register a formal complaint by:

- Obtaining a copy of the Client complaint form which can be requested from the Business Manager.
- Completing the Client complaint form.
- Lodging the Client complaint form with the Business Manager.

# COMPLAINT HANDLING & DISPUTE RESOLUTION POLICY AND PROCEDURE



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- Submitting a complaint to the senior management in writing (letter or email).
- or by submission through email, letter or through third party representing the Client, accompanied by any supporting documentation or material.

Once the Client complaint is lodged with the Business Manager or Senior Management it will be dealt with as described in the formal complaint process below.

## Formal Complaint Process

Complaints must be lodged within 2 weeks of the issue arising.

The formal complaint process will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information.

A maximum time of 10 working days from the commencement of the formal complaint process will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.

If Group One Business Sales considers that more than 60 calendar days are required to process and finalise the complaint or appeal, it will:

- inform the complainant or appellant in writing, including the reasons that more than 60 calendar days are required, and
- regularly update the complainant or appellant on the progress of the matter.

Formal complaints must be lodged in writing on a complaint form, email, letter or through a third party.

Formal complaints will be recorded in the Client's files.

During the formal complaint process:

- Clients will have an opportunity to formally present their case to the Business Manager or other Senior Managers, in writing or in person.
- Clients may be accompanied and assisted by a support person at any meetings involving the complaint.

Only the Business Manager, Senior Managers/Directors or the Principal Agent can deal with formal complaints. Whoever 'hears' the complaint must not be the subject of the complaint and cannot be involved in subsequent appeal hearing. In the event that the Business Manager, Senior Managers/Directors or the Principal Agent are not eligible to hear the complaint then the complaint must be directed to an external person.

The external person to hear a complaint on behalf of a Client is to be engaged from the Resolution Institute (formerly the IAMA - Institute of Arbitrators and Mediators Australia) phone (02) 9251 3366.

## External Appeal Process

Clients who are not satisfied with the process undertaken for an internal complaint resolution are encouraged to make an external appeal by:

- Completing a Client appeal form and selecting the External appeal option on the form.
- Lodging the Client appeal form with the Business Manager.
- or by submission through email, letter, fax, or through a third party representing the Client, accompanied by any supporting documentation or material.

The purpose of the external appeals process is to consider whether Group One Business Sales has followed its Client complaint and appeals procedure, not to make a decision in place of Group One Business Sales Pty. For example, if a Client appeals about the sales process of a purchase/selling transaction through Group One Business Sales, through the company's internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

The external appeals procedure will be determined by the Resolution Institute (formerly the IAMA - Institute of Arbitrators and Mediators Australia).

Following the receipt of the outcome of the external appeal Group One Business Sales must immediately implement the decision, convey the outcome to the Client, place a copy of the documentation on the Client file and undertake any improvement actions arising from the complaint.

## How will we handle your complaint?

Our Business Manager will oversee the complaints process. This person is responsible for working with you and relevant agency staff, to ensure that the issues you raise are fully examined and that your complaint is handled in accordance with this process.

We will treat the process, and all the details of your complaint, in strict confidence. If we need to discuss any issues arising from your complaint with someone outside of the agency, we will obtain your consent first.

We will always try to give you a fair opportunity to explain your case. You should make your initial complaint as clear as possible. Sometimes we may want to meet you in person to discuss your concerns and try to find a satisfactory solution.

## How long will it take?

We will try to resolve your complaint as soon as possible. However, how long this takes will depend on the nature and complexity of the issues you have raised.

## What action will we take in response to your complaint?

If we decide that your complaint is justified, we will then decide what action we should take in response. We will always try to match our response to the nature of your complaint and your desired outcome, but this may not always be possible.

Some of the things we might do include:

- take steps to rectify the problem or issue you have raised.
- give you additional information or advice so you can understand what happened or how we have dealt with it.
- take steps to change our policies or procedures if your complaint identifies a problem in the way we are doing things.

## What if you're still unhappy?

Sometimes it will not be possible to resolve a complaint to everyone's satisfaction, and you might want to escalate the matter to Consumer Affairs Victoria (CAV).

CAV can deal with enquiries and complaints about agents and offers information, advice and dispute resolution services.

You can telephone CAV on **1300 73 70 30**, Monday to Friday, 9:00 am to 5:00 pm to discuss your complaint.