

# COMPLAINT FORM



Please complete and return as soon as possible to:

**Denovans Real Estate**

Address: PO Box 6043 Mitchelton 4053

Fax: 3355 1470

Email Address: [reception@denovans.com](mailto:reception@denovans.com)

### Complainant (person lodging complaint)

Name

Address

State

Postcode

### Contact Details

Home Phone  Work Phone  Mobile

Email  Fax

Preferred Contact Method

### Description of Problem Encountered

Date of Occurance  Location if Applicable

### Remedy Requested

No

Yes

COMPLAINANT SIGNATURE

Attachments

### OFFICE USE ONLY

Date Received \_\_\_\_\_ Time Received \_\_\_\_\_ Method Received: Post / Email / Fax / In Person

Name of Recipient \_\_\_\_\_ Complaint Response Form Attached for Completion - ( ) Yes ( ) No \_\_\_\_\_

Date handed to Licensee / Complaint Manager \_\_\_\_\_ If Complaint Manager – Name \_\_\_\_\_

Comments \_\_\_\_\_



## Consumer Complaint & Dispute Resolution Statement

We at Denovans Real Estate always endeavour to provide all of our clients and customers with the best of service, however, should at any time you be unhappy with any aspect of our service we ask that you lodge a formal complaint in writing.

Our agency will consider every complaint made by a client or customer (the Complainant), and either accept the complaint, whether wholly or partly, or reject the complaint. Responses to the Complainant will be in writing from our Complaints Officer.

Complainants are requested to make their complaint in writing and address this to “the Complaints Officer”.

Acknowledgement of receipt of complaint will be made within 24 hours.

The Complaints Officer will respond to the Complainant, in writing, within seven (7) days, or at a later date, if agreed to by the Complainant.

If our agency accepts the complaint, we will arrange restitution (if applicable) within seven (7) days of our written response, or at a later date, if agreed to by the Complainant.

In the event that the complaint is not accepted by this agency either in part, or wholly, then we will provide the Complainant with a separate document as per the Property Agents and Motor Dealer Act 2000 relevant Code of Conduct. This document provides full explanation of your rights and remedies as a consumer under the Act.

There are four Codes of Conduct under the Property Agents and Motor Dealer Act 2000, namely the:

- Real Estate Agency Practice Code of Conduct
- Resident Letting Agency Practice Code of Conduct
- Auctioneering Practice Code of Conduct
- Property Developer Practice Code of Conduct

For a copy of the relevant Code of Conduct, visit [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au) or a copy can be purchased from Go Print.