



There are occasions where you may feel that a member of our staff has not provided you a level of service that you were expecting when dealing with our company and that when you addressed it with them, the problem was not resolved to your satisfaction.

## Ensuring your complaint is followed through

LJ Whorlow First National aims to make it easy for you to bring any problems or complaints to our attention. You should firstly discuss your issue with the staff member, agent representative or property manager who is handling your business. If you are not satisfied with the outcome, there are a number of options to file a complaint to us.

## How we will handle your complaint

All complaints are to be addressed to our company Manager – Patrick Franklin. Should Patrick not be available to personally address your concerns, then you may wish to also address your complaint to our Company Director- Sharon Whorlow.

If you need assistance in describing or making a complaint or if you would like to discuss your concerns informally first, please feel free to contact us. You may also wish to download our “**complaint and dispute resolution form**”, which will assist you in noting your complaint with as much detail as possible, including a range of satisfactory outcomes.

### You may also contact us:

By telephone on **03-9740-9000** (during business hours)

By fax on **03-9744-7913** (during business hours)

By email: [patrickf@ljwhorlow.com.au](mailto:patrickf@ljwhorlow.com.au) or [sharonw@ljwhorlow.com.au](mailto:sharonw@ljwhorlow.com.au)

Post: **8 Brook Street,  
Sunbury, VIC, 3429**

Our Manager will oversee the complaints process. This person is responsible for liaising with you and with the relevant agency staff to ensure that the issues you have raised 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 to find a satisfactory solution.

## How long will it take?

We will endeavor to resolve your complaint as soon as possible. However, the length of time will depend on the nature and complexity of the issues you have raised.

You will receive acknowledgement of receipt of the complaint from us within two (2) business days. We will give you an estimate of how long it may take us to deal with the matter and we will endeavor to finalize the matter within five (5) business days.

## 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
- Provide you with 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 the Estate Agents Resolution Service (EARS) at Consumer Affairs Victoria (CAV). [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au).

EARS is able to deal with enquiries and complaints about real estate agents. The service has been established within CAV to offer a dedicated service for information, advice and dispute resolution on real estate issues.

You can telephone EARS on **1300 73 70 30** weekdays to discuss your complaint.