

# External Form

## Formal Complaint Handling & Dispute Resolution Form

Proud member of the  
**REIV**



L.J. Whorlow

### COMPLAINANT INFORMATION

Name	Email		
Best Phone	Best way to contact you	Phone Box	Email Box
Alternate Phone	Best time to contact you		to
	Are you a:		

### GENERAL NATURE OF COMPLAINT

Division	Property reference
Staff reference	
Complaint Lodgement Date	
Incident Date	

Please provide as much detail about the nature of your complaint

Please detail what you would consider be a successful resolution

LJ Whorlow treats all unresolved complaints seriously and we offer you our assurance that this matter will be addressed and that we will contact you within 48 hours, to acknowledge your complaint. Please return this form via one of the following methods:

By fax on 03-9744-7913 (during business hours)  
By email: [patrickf@ljwhorlow.com.au](mailto:patrickf@ljwhorlow.com.au)  
By post: 8 Brook Street, Sunbury, VIC, 3429