CENTREPAY COMPLAINTS POLICY FOR MORWELL PROPERTY SALES & RENTALS PTY LTD T/AS FIRST NATIONAL REAL ESTATE CENTRAL KW

Morwell Property Sales & Rental Pty Ltd Trading As First National Real Estate Central KW

Address: 35 George Street, Morwell Vic 3840

Phone: 03 5133 7777

Email: morwell@fncentralkw.com.au

Web: www.fncentralkw.com.au

About this policy

This complaint policy outlines how First National Real Estate Central KW will manage and handle feedback and complaints from Centrepay customers.

Accessing this policy

Our complaints policy can be accessed:

- on our website www.fncentralkw.com.au
- on display in our office
- when you sign any forms with us to use Centrepay.

We will also provide a copy of our policy within **5 business days** upon request.

How a customer can make a complaint

You can make a complaint using any of these channels:

- phone: 03 5133 7777
- email: morwell@fncentralkw.com.au
- in person at our place of business: 35 George Street Morwell Vic 3840
- in writing: Po Box 32, Morwell Vic 3840

When you make a complaint, the following details will help us investigate and resolve the complaint:

- the date or dates when the issue happened
- your name and contact details
- any supporting documents or information. For example, your account or reference number.
- details of the issue or concern, including amounts, location, staff you spoke to or when you contacted for help.

You may choose to have an authorised third-party make a complaint on your behalf. This could include a financial counsellor, community lawyer, or a trusted friend or family

member. We will accept established third party authority forms in these instances. In the absence of a form, we may seek confirmation from you that the person is authorised to act on your behalf.

How we'll manage a customer complaint

What customers can expect from us when making a complaint.

First National Real Estate Central KW will:

- respond in writing or verbally, if a written response isn't possible
- aim to resolve the complaint within **20 business days**
- review the complaint fairly and impartially, without discrimination or detriment
- handle all complaints confidentially, and in accordance with privacy obligations
- escalate serious or complex complaints to senior management

We will keep customers informed of progress as we investigate and resolve complaints. All correspondence will be documented.

How we'll manage an unresolved customer complaint

When a customer complaint is serious, repeated or remains unresolved, we will refer the complaint in writing to Services Australia within **5 business days**.

We may also refer the matter to a relevant ombudsman or consumer protection agency, where required.

These services can be contacted at any time about the outcome.

Services Australia can be contacted using any of the following:

- by calling the feedback and complaints service on **1800 132 468**
- online via the Services Australia website or by using your Centrelink online account
- in writing to the following address:

  Centrelink and Medicare, Services Australia Complaints and Feedback
  Reply Paid 7800
  Canberra BC ACT 2610

- in person at a Centrelink service centre.

If your complaint is related to other services, you can contact:

- Consumer Affairs Victoria (CAV) – 1300 55 81 81

Record keeping

Our recording keeping practices are kept electronically in the property management CRM, under the individuals folio, and/or in the renters individual file.

First National Real Est maintains complaint records relating to Centrepay securely for a **minimum of 7 years** in accordance with privacy obligations. Information retained may include, but not limited to:

- details of complainant
- details of the complaint
- actions taken
- the outcome of the complaint
- any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.