



PROPERTY  
CONSULTANCY

## CDC Complaints Handling Procedure

We operate a Complaints Handling Procedure which is in accordance with the requirements of the Royal Institution of Chartered Surveyors.

This document represents the procedure to be followed when a complaint is made to CDC Property Consultancy Pty Limited.

The appointed person within the CDC who deals with complaints is:

Mr Bruce Corrin, Managing Director

Tel: +61 439 080 461

Email: bcorrin@cdcproperty.com.au

### Stage 1: Internal Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the time frames set out below.

#### What will happen next?

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the RICS Dispute Resolution Service or the Australian Disputes Centre to consider without our final viewpoint on the matter.

### Stage 2: Independent Redress Mechanism

Where Stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take its case to an independent redress mechanism should they wish to. The following services will act with complete impartiality:

For complaints received from persons or organisations or commercial clients, these can be dealt with by the Royal Institution of Chartered Surveyors Dispute Resolution Service.

The RICS Dispute Resolution Service may be contacted at:

RICS Dispute Resolution Service

Level 38, Riparian, 71 Eagle Street Brisbane 4000

Telephone: 1300 953 459

Email: drsaus@rics.org

If you remain dissatisfied, you can then contact the Commonwealth Ombudsman to request an independent review:

Website: <https://www.ombudsman.gov.au/contact>