

DISCLAIMER: The information provided by Madison Property Agents in any email, correspondence, advertisement or on our website www.madisonagents.com.au is for general information purposes only and is the writers opinion only. It is not intended as legal, financial or investment advice and should not be construed or relied on as such. Before making any commitment of a legal or financial nature you should seek advice from a qualified and registered legal practitioner or financial or investment adviser. No material contained within any email, correspondence, advertisement or on our website www.madisonagents.com.au should be construed or relied upon as providing recommendations in relation to any legal or financial product. Although care is taken Madison Property Agents does not guarantee the accuracy of the information in any email, correspondence, advertisement or on our website www.madisonagents.com.au

Legal Notice

Company Details - Brother Booth Pty Ltd ACN 608188325 t/as Madison Property Agents

B42/24 Lexington Drive, Bella Vista NSW 2153

All correspondence: PO BOX 6541, Baulkham Hills BC NSW 2153

admin@madisonagents.com.au

COMPLAINTS POLICY: The agent has a zero tolerance for an agents or employees failure to comply with the property, stock and business agents act, property stock agents regulations and other laws relevant to the conduct of business, and, as such, all complaints are addressed actively and in compliance with relevant legislation, including privacy laws. The Licensee-in-charge has exclusive carriage of the investigation and resolution of all complaints. The agency classifies complaints as follows;

Feedback. This type of complaint is treated as input for the agency's program of continuous improvement

Financial. Complaints of inappropriate and/or illegal behaviour in relation to financial matters are treated most seriously by the agency and will be actioned as a matter of utmost priority. These complaints must be reported to the licensee-in-charge as soon as possible and the licensee-in-charge will undertake an investigation and supervise their resolution of the complaint directly.

Non-financial. Allegations of inappropriate and/or illegal behaviour in relation to a non-financial matter are treated seriously by the agency and will be actioned as soon as practicable.

Complainant's are requested to lodge complaints in writing, setting out matters particular and what they view as an appropriate resolution. All complaints should be directed to the Licensee-in-charge;

Brother Booth Pty Ltd ACN 608188325 t/as Madison Property Agents

B42/24 Lexington Drive, Bella Vista NSW 2153

All correspondence: PO BOX 6541, Baulkham Hills BC NSW 2153

admin@madisonagents.com.au