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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 & PROCESS: 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. Our complaints handling process is as follow;

Complainants 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;

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The Licensee-in-charge has exclusive carriage of the investigation and resolution of all complaints.

The agency and LIC will acknowledge all complaints within 1-2 days or as soon as practicable, entering into the complaint register (kept for 3 years) and the complaints checklist.

The Agency and LIC will review the complaint and provide a suitable outcome within 7 days. We will inform the complainant via email within 1-2 working days of the complaint being received of what is being done to investigate and resolve the complaint and the expected time frame for resolution. As far as possible, complaints or appeals will be investigated and resolved within 7 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

If a mutual outcome is not reached and resolved the complaint will be forwarded to an independent mediator.

If a mutual outcome is not reached and resolved by the a independent mediator, the complaint will be forwarded to NCAT

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.