

Estate Agency Complaint Handling and Dispute Resolution Policy

How to make a complaint

We aim to make it easy for you to bring any problems or complaints to our attention. You should first raise your issue with the agent, representative or property manager who is handling your business.

If you are not satisfied with the outcome, you can make a complaint to the Officer in Effective Control (OIEC) via the following methods:

746 Student Services Pty Ltd

Trading as UniLodge Park Avenue, UniLodge Carlton, Student Living 570 Swanston, Student Living 740 Swanston, Student Living 746 Swanston, Student Living 800 Swanston, Student Living D1, Student Living D2, Student Living on Campus, Student Living on Cobden, Student Living on Villiers.

Telephone +61 3 8330 8585 (during business hours)

Email: adele.prudames@unilodge.com.au

Post: 746 Student Services Pty Ltd
Attention OIEC
55 Villiers Street
North Melbourne VIC 3051

College House Management Pty Ltd

Trading as Student Living 339 Swanston, Student Living on Flinders, Student Living on A'Beckett, Student Living on Lonsdale, Student Living on Riversdale, Student Living Vivida, UniLodge Realty.

Telephone +61 3 9006 5200 (during business hours)

Email: kanav.sharda@unilodge.com.au

Post: College House Management Pty Ltd
Attention OIEC
367 Burwood Road
Hawthorn VIC 3122

Victorian Student Services Pty Ltd

Trading as UniLodge Royal Melbourne, UniLodge Lincoln House, UniLodge Melbourne City.

Telephone +61 3 9113 8300 (during business hours)

Email: chris.sidiropoulos@unilodge.com.au

Post: Victorian Student Services Pty Ltd
Attention OIEC
15 Wreckyn Street
North Melbourne VIC 3051

Please provide as much detail as possible about your complaint, including the outcome you would like.

If you need help to describe or send your complaint, or if you would like to discuss your concerns informally first, please feel free to contact us.

How we will handle your complaint

The OIEC will oversee the complaints process. This person is responsible for working with you and relevant agency staff, to ensure that the issues you raise are fully examined and that your complaint is handled in accordance with this process.

We will treat the process, and all the details of your complaint, in strict confidence. If we need to discuss any issues arising from your complaint with someone outside of the agency, we will obtain your consent first.

We will always try to give you a fair opportunity to explain your case. You should make your initial complaint as clear as possible. Sometimes we may want to meet you in person to discuss your concerns and try to find a satisfactory solution.

How long will it take?

We will try to resolve your complaint as soon as possible. However, how long this takes will depend on the nature and complexity of the issues you have raised.

We will send you acknowledgment of receipt of the complaint within two business days.

We will give you an estimate of how long it may take us to deal with the matter and we will try to finalise the matter within five business days.

What action will we take in response to your complaint?

If we decide that your complaint is justified, we will then decide what action we should take in response. We will always try to match our response to the nature of your complaint and your desired outcome, but this may not always be possible.

Some of the things we might do include:

- take steps to rectify the problem or issue you have raised
- give you additional information or advice so you can understand what happened or how we have dealt with it
- take steps to change our policies or procedures if your complaint identifies a problem in the way we are doing things.

What if you're still unhappy?

Sometimes it will not be possible to resolve a complaint to everyone's satisfaction, and you might want to escalate the matter to the Estate Agents Resolution Service (EARS) at Consumer Affairs Victoria.

EARS can deal with enquiries and complaints about real estate agents and offers information, advice, and dispute resolution services on real estate issues.

You can telephone EARS on **1300 73 70 30** weekdays to discuss your complaint.