

# Queensland Estate Agency Complaint Handling and Dispute Resolution Policy

## How to make a complaint

Essence Communities aims to make it easy for you to bring any problem or complaint to our attention. You should first raise your issue with the agent, representative, or property manager who is managing your tenancy.

If you are not satisfied with the outcome, you can make a complaint to Essence Communities management by addressing your complaint to [tenant@essencecommunities.com.au](mailto:tenant@essencecommunities.com.au)

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

## How long will it take?

Essence Communities will send you an acknowledgment of receipt of the complaint within two (2) business days along with an estimate of how long it may take us to investigate the matter. Essence Communities will attempt to resolve your complaint within a timely manner, however, how long this takes will depend on the nature and complexity of the issues you have raised.

## What action will we take in response to your complaint?

If Essence Communities decides that your complaint is justified, a decision on what action should be taken in response shall be made. Essence Communities 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 settled the complaint
- take steps to change our policies or procedures if your complaint identifies a problem in the way Essence Communities conducts work.

## What if you are 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 Queensland Residential Tenancies Authority (RTA).

The RTA can manage enquiries and complaints about real estate agents and offers information, advice, and dispute resolution services on real estate issues.

You can telephone the RTA on 1300 366 311 weekdays to discuss your complaint.