

## Complaint Handling and Dispute Resolution Policy

Updated - August 2023

### How to make a complaint?

PIA aims to make it easy for you to bring any problems or complaints to our attention.

We recommend that you first raise your issue with the agent (sales or Leasing), representative or property manager who is handling your business.

If you are not satisfied with the outcome, you can escalate your concerns to us by:

**Telephone:** Customer Relationship Management Team (CRM): 02 7202 7188.

**Email:** [customercare@pia.com.au](mailto:customercare@pia.com.au)

**Post:** 2 Australia Avenue, Sydney Olympic Park, NSW 2127

Please provide details of your complaint, including the outcome you would like, where applicable.

If you need help to describing or sending your complaint, or if you would like to discuss your concerns informally first, please contact us.

### How we will handle your complaint?

Your complaint will be reviewed by our Complaints Handling Committee composed by Senior Managers from operational departments, which is responsible for working with you and our customer care team, 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 our business, we will obtain your consent first. We will always try to give you a fair opportunity to explain your concerns. You should make your initial complaint as clear as possible. Sometimes it may be beneficial to arrange a meeting with you to 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 an acknowledgement of receipt of the complaint within three business days. We will provide you with an estimate of the likely timeline and try to finalise the matter within five business days and will keep you updated through the process.

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

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. There will be an element of assessment needed to determine the appropriate action.

Some of the things we might do include:

- Take steps to rectify the problem or issue you have raised
- Provide you with 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 feel the conduct or issues doesn't meet the guidelines under the New South Wales Residential Tenancy Act. You can lodge your complaint to <https://www.fairtrading.nsw.gov.au/>

