

2016
V1

**JADE UTILITIES
MANAGEMENT RIGHTS PTY LTD**

COMPLAINT AND DISPUTE
RESOLUTION POLICY

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1. Complaint and Dispute Resolution Policy

In this Policy, the expression “we”, “us” and “our” are a reference to Jade Utilities Management Rights Pty Ltd (ABN: 52 610 832 776). This complaint and dispute resolution policy is designed to provide customers with fair and efficient resolution promptly. This policy ensures that we have a customer-centric and transparent approach to managing complaints that meets customer expectations by;

- Providing customers with an open, efficient and responsive complaint process;
- Recognising and addressing all contractual obligations to customers;
- Creating an open forum for feedback, to provide a basis for continual improvement and review of internal processes and complaint and handling procedures.

We are committed to handling customer concerns in an efficient, friendly and cooperative manner. We will attempt to resolve all matters when the issues are raised initially without the need for the customer to lodge a formal complaint.

2. Our Commitment

If our customer service representative is unable to resolve the concern, a customer can choose to escalate a concern into a complaint (preferable in writing). Our customer service representatives will handle all complaints in a manner which is equitable, objective and unbiased. We will treat the issue respectfully and handle personal information in accordance with our Privacy Policy, which can be found on our website.

3. Lodging a Complaint

We will require the following information to investigate your complaint promptly;

- Contact details and description of the complaint;
- Requested resolution (if applicable);
- Immediate action that has been taken (if any);
- Any another information required to properly respond to the matter.

All complaints will usually be acknowledged as soon as practical, within 5 business days. However, some matters may take longer considering the complexity of the complaint. We will endeavour to provide a meaningful response within 28 business days in more complex cases. The progress of the complaint will be provided and if need be we will agree on a mutually acceptable extension of time. As part of our response to the complaint, we will discuss a resolution and if accepted this will be carried out and recorded.

4. Further Options

If you remain unsatisfied with the resolution offered you can access other options including a supervisor, senior management or the Ombudsman (if relevant in your state) for independent advice.

Customers in Queensland who live in rental accommodation, including caravan parks and boarding houses can call Tenants Queensland for free advice at phone: 1300 744 263 or visit <https://tenantsqld.org.au/>.

Customers in Queensland can contact Legal Aid Queensland to advise on disagreements between residents and proprietors/owners. Phone 1300 651 188 or visit <http://www.legalaid.qld.gov.au/Home>.

Customers may also have access to the Institute of Arbitrators and Mediators, Queensland Civil and Administrative Tribunal (in Queensland), the Body Corporate and/or Community Management.

5. Privacy

We are committed to respecting the privacy and personal information of our customers. Complete details of our Privacy Policy can be accessed on our website