

Complaints Handling Procedure

At Highlands Property Co, we are committed to delivering exceptional property management services built on authentic relationships, clear communication and professional standards.

We value feedback from our clients, tenants, contractors and the community, and we view concerns as an opportunity to improve the way we work.

How We Handle Complaints

If you have a concern regarding our services, we encourage you to contact us so we can work with you towards a resolution.

We are committed to:

- Listening to your concerns and treating all matters seriously.
- Handling complaints respectfully, fairly and confidentially.
- Reviewing the information provided and investigating matters where required.
- Communicating clearly throughout the process.
- Working towards a timely and appropriate resolution.

Making a Complaint

Complaints can be submitted by contacting Highlands Property Co via:

Email: [insert email address]

Phone: [insert phone number]

To assist us in reviewing your complaint, please include:

- Your contact details.
- The property address (if applicable).
- Details of your concern.
- Any relevant supporting information.

If Further Assistance Is Required

If you are not satisfied with the outcome, you may seek further advice through the appropriate external authority, including Consumer Affairs Victoria.

Our Commitment

Highlands Property Co is committed to maintaining trusted relationships, professional standards and continuous improvement across all areas of our business.