

Highlands Property Co

Complaints Handling Procedure

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

We understand that from time to time concerns may arise. We value feedback from our clients, tenants, contractors and the community as an opportunity to improve our service and strengthen the relationships we build.

Our Commitment

Highlands Property Co is committed to:

- Treating all complaints seriously, respectfully and confidentially.
- Responding to concerns in a timely and professional manner.
- Providing a fair and transparent process.
- Communicating clearly throughout the complaint resolution process.
- Using feedback to continually improve our services.

What Is a Complaint?

A complaint is an expression of dissatisfaction relating to our services, communication, actions, decisions or the way a matter has been handled.

Complaints may relate to areas including, but not limited to:

- Property management services.
- Communication or response times.
- Maintenance coordination.
- Leasing matters.
- Privacy concerns.
- Contractor or service experiences.
- Professional conduct.

How to Make a Complaint

If you have a concern, we encourage you to contact Highlands Property Co as soon as possible so we can work towards a resolution.

Complaints can be submitted by:

Email: enquiries@highlandspropertyco.com.au

Phone: +61 418 438 891

Please provide as much information as possible, including:

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

Complaint Review Process

1. Acknowledgement - We will acknowledge receipt of your complaint as soon as reasonably possible.
2. Review - Your complaint will be reviewed carefully and any relevant information, documentation or communication records will be considered. Where required, we may contact you for further information.
3. Response - We will work towards resolving complaints promptly and fairly. Where a matter requires further investigation, we will keep you updated throughout the process.
4. Resolution - Once our review has been completed, we will provide an outcome and explanation of any actions taken where appropriate.

Confidentiality

All complaints will be handled respectfully and confidentially.

Personal information collected during the complaints process will be managed in accordance with our Privacy Policy and applicable privacy legislation.

Continuous Improvement

Highlands Property Co believes strong relationships are built through trust, accountability and open communication.

Feedback received through the complaints process assists us to review our procedures, improve our services and continue delivering exceptional property management across regional Victoria.

External Assistance

If you believe your complaint has not been resolved satisfactorily, you may choose to seek further assistance through the relevant Victorian authority.

Consumer Affairs Victoria
www.consumer.vic.gov.au