

# Advice Note – Dispute Resolution



The Property Agents Board (the Board) acts as the regulatory authority for property agents in Tasmania.

This advice note is provided to assist property agents to understand clauses in the Code of Conduct.

**Please note** the following information is intended only to provide a general overview and may be subject to change.

Clause in the Code of Conduct -

## 7. Dispute resolution

- (1) A property agent must have available in the property agent's authorised place of business a written or electronic document outlining –
  - (a) the manner in which a customer or a client may make a complaint against –
    - (i) the conduct of a property agent; or
    - (ii) the operation of the property agent's business; and
  - (b) the procedure that will be undertaken by the property agent to resolve the complaint.
- (2) A property agent must make all reasonable efforts to resolve a complaint –
  - (a) within a reasonable time; and
  - (b) in accordance with the procedure set out in the document referred to under subclause(1)(b).

### Rationale

From time to time customers or clients of a real estate agency business may wish to make a complaint.

A complaint can be against an individual working in the business or it can be about a policy or procedure adopted by the business.

A property agent business must have a written document which explains the complaint procedure. There is also a requirement for the property agent to make all reasonable efforts to resolve a complaint and within a reasonable timeframe.