

PUBLIC NOTICE – STACEY LEE REALTY

CODE OF CONDUCT, COMPLAINTS AND COMPLAINT PROCEDURE

PROPERTY AGENTS AND MOTOR DEALERS ACT 2000

Section 154 Code of conduct

A regulation may prescribe a code of conduct about real estate agency practice that may include the following—

- (a) setting conduct standards for real estate agents, employed licensees and real estate salespersons;
- (b) establishing principles for fair trading;
- (c) providing for a system of complaint resolution

Section 155 Complaints about conduct

- (1) A person aggrieved by the conduct of a real estate agent or real estate salesperson may complain in writing to the chief executive about the conduct.
- (2) The chief executive may investigate the complaint and, if satisfied that the code of conduct has been breached, take the action about the conduct allowed under this Act.

Note — Breach of a code of conduct is a ground for starting disciplinary proceedings under section 496 (Grounds for starting disciplinary proceedings).

- (3) The investigation may take place and action may be taken against a person who was a real estate agent or real estate salesperson even though the person is no longer a real estate agent or real estate salesperson.

To obtain a copy of the Code of Conduct you may:

- Visit www.fairtrading.qld.gov.au
- Ask to view a copy at this office
- Ask for an appointment with our Agency's Complaints Manager



To lodge a Complaint:

- All complaints are to be lodged in writing using a Complaint form.
- Please ask our office to provide you with a Complaint Form to complete with the full details and return the form to our office to enable us to address your concerns as quickly as possible.
- The Complaint Manager will contact you within 24 business hours of our office receiving your completed Complaint form. A formal response will be provided to the Complainant within seven days.
- If complaint is unresolved, mediation can be sought through the QLD Department of Justice Dispute Resolution Services or Real Estate Industry Body Mediation Service eg (REIQ).