

## Dispute Resolution Process

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Urban Green Project Marketing prides itself on the high quality of service that our real estate agents provide. However, there are occasions where clients may feel dissatisfied with the service provided. If this is the case, we are keen to hear of the client's grievance so that we may resolve the issue as soon as possible.

The process is as follows:

In the first instance, you should try to resolve the issue with the Agent that you are dealing with as soon as possible. This should be done in writing or email to ensure that you have a record of the initial complaint, but this can also be done verbally. The agent will respond to you in writing, within 7 days of receiving your initial complaint.

If you are dissatisfied with the response from the agent, or feel uncomfortable making the complaint directly, you should contact Urban Green Real Estate's Dispute Resolution Officer (DRO). The DRO has sufficient experience to understand your complaint, and is a senior employee of Urban Green Project Marketing. Their details are as below:

Dispute Resolution Officer  
PO Box 939  
SPRING HILL QLD 4004  
Email: [dro@urbangreengroup.com.au](mailto:dro@urbangreengroup.com.au)  
T: 1300 850 321  
F: 1300 880 962

The DRO will request a statement from the agent in relation to their version of events. This will be required to be provided within 5 working days of the CCP receiving your complaint. You will receive a response in writing within 7 days of contacting the DRO, advising you of the reasons for the outcome, and explaining what further action is open to you if you are unsatisfied with the response.

If you are not satisfied with the response to your complaint provided by the DRO, Urban Green Project Marketing is a member of the Real Estate Institute of Queensland (REIQ), specifically to the Real Estate Industry Body Mediation Service. They are an independent body. You may also refer the matter to Queensland Department of Justice Dispute Resolution Service.

Should you remain dissatisfied with the outcome of any mediation, you have the choice of then referring the matter on to the Small Claims Tribunal to instigate legal action, lodge the matter with the Chief Executive Officer, PAMD Act for consideration of Disciplinary Action or alternatively, seek legal advice on Civil action.