

Customer Service Charter.

At Barry Plant, we strive to deliver outstanding customer service to our clients and customers at all times. This Customer Service Charter is an expression of our commitment to delivering the best service, as well as providing clients and customers with a way to provide us with feedback on the service they have received - both good and bad.

OUR SERVICE STANDARDS.

We aim to provide a consistently professional and high-quality service at all times. In addition to our Service Commitment that is provided to all our vendors and landlords we also promise that:

- You will be treated with courtesy and consideration and our staff will endeavour to assist you with any real estate query you may have.
- Your questions and needs will be attended to promptly.
- We will exercise all due care and professionalism in our dealings with you, and
- We will treat you in such a way that you will be happy to recommend our service to others.

FEEDBACK & COMPLAINTS.

Selling, buying or renting a home is a major event for most of us and in most cases occurs only once every few years. It can also be quite a complex and stressful process. Our reputation and our future business is reliant on happy clients coming back over a long period of time and also telling their friends how pleased they were with our service. We welcome feedback (good and bad) from all of our clients. Tell us when we've done a great job and please, tell us if we've failed to meet your expectations.

COMPLAINTS PROCEDURE.

We believe that the fastest and most effective way to resolve a complaint is to deal with the issue at the office where the service was provided. To help you, we suggest you take the following steps:

1. Raise the complaint with the person you are dealing with in the Barry Plant organisation.
2. If you feel that you need to speak to somebody other than the person you are dealing with, ask for our office's Customer Service Manager. Our Customer Service Manager can liaise with all necessary people within our office, including the Principal, in order to resolve your complaint.
3. If you are not comfortable raising your complaint with our office, or we have not been able to resolve it satisfactorily, you are welcome to contact our Head Office on (03) 9840 9555, email customerservice@barryplant.com.au or by fax at (03) 9840 9500. You can also write to The Franchise Manager, Barry Plant Real Estate, Suite 12, 860 Doncaster Road, Doncaster East, 3109. Head Office will review your complaint and discuss it with you.
4. If your complaint is not resolved to your satisfaction by Barry Plant then, in Victoria, you may refer your complaint to Consumer Affairs Victoria, via their website www.consumer.vic.gov.au or by phoning 1300 55 81 81. In South Australia you can contact Consumer and Business Services at www.cbs.sa.gov.au or phone 131 882.

“We aim to provide a consistently professional and high quality service at all times.”
