

Dispute resolution process

Definitions:

For the purposes of this document please note that the following definition applies:

"Bevan", and "Bevan Property Group", "Bevan Group", and "we", refer to both Bevan Property Group Pty Ltd trading as Bevan Property Group ACN: 620575993, and, Bevan Real Estate Pty Ltd trading as Bevan Residential & Bevan Projects ACN: 622418491

Bevan Property Group understand that occasionally, things go wrong. But we are committed to client satisfaction and that's why we have developed a dispute resolution process.

We encourage clients to speak directly to the agent managing their business as soon as they become aware of a problem. If this doesn't provide you a satisfactory result, we recommend detailing your concerns either by email or by post to: resolutions@bevanpropertygroup.com.au or

Resolutions Manager

Bevan Property Group Pty Ltd
PO Box 482, Port Melbourne, Victoria, 3207

To help us effectively deal with your concerns, be sure to include

- Your Name along with your preferred contact details
- An outline of your concerns including any relevant property details
- A timeline of your problem
- The names of any Bevan Property Group staff you've dealt with on this matter and their responses to you
- Your preferred resolution to the matter

We will conduct an internal audit based on the concerns you have and then contact you with a view to seeking a fair and reasonable outcome. Note that as far as is practicable, complaints are handled with discretion.

If we are unable to resolve the matter to your satisfaction, you still have recourse to the Consumer Affairs Victoria's Estate Agents Resolution Service. They can be contacted by phone on 1300 737 030.

