

# Complaints Management Procedure

## Definition of a Holiday rental property complaint:

Any expression of dissatisfaction that relates to the quality of a product or service provided which the operator of the holiday rental property should have known was not satisfactory. A Complaint includes an expression of dissatisfaction whether received from a guest or any person with an interest in the property used as holiday accommodation. A Complaint can be received directly from the guest, neighbor, and permanent resident or indirectly, as a result of issues referred by a third party, including but not limited to regulatory agencies, councils or consumer tribunals.

As a general rule, all complaints / grievances should be dealt with in a manner using the following acronym as a procedural guide:

- A** Answer each call in a positive way
- L** Listen to what the complainant is saying
- E** Empathize with what they are saying (but do not admit liability)
- R** Repeat / reinforce your understanding of the situation
- R** Resolution (attempt to offer a resolution to the situation BUT within guidelines)
- T** Terminate the call in a positive manner

## Complaints Procedure:

- A. Encourage to receive the complaint in writing .The written complaint should clearly state:
  - The exact dissatisfaction with the holiday accommodation involved
  - Any financial loss incurred.
  - The corrective action requested to resolve the matter
- B. Respond within 48 hours to the complainant. The response should contain
  - Identification and confirmation of the issue
  - The proposed resolution
  - timeframe of the proposed resolution
- C. Follow up within 48 hours to verify that the proposal to resolve the complaint is satisfactory and/or if the complaint has been resolved in a satisfactory matter.
- D. If the complaint cannot be resolved by the two parties involved, propose to refer the complaint to be assessed by independent organizations like the Holiday Rental Industry association (HRIA ), Department of Commerce or local council
- E. Retain a log of the related communication and actions taken.



MENU

## HOLIDAY RENTAL CODE OF CONDUCT - COMPLAINT

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The HRIA supports the Holiday Rental Code of Conduct.

If you would like to lodge a complaint about a holiday rental property (as a guest or neighbour), please complete the form below.

The HRIA has the following administration process:

1. We will provide a copy of the Complaint to the Property Manager and request their written response within 14 days of our communication to them.
2. We will advise you as soon as possible if we require additional information from you.
3. Once investigations have been completed, and when we are satisfied there has been a breach of the Code, we will take such action as we consider appropriate against the Property Manager or Owner under sections 1.1 and 1.2 of the Code.
4. We will notify you of any such actions taken.
5. This process and any action taken is not a determination of or a substitute for any rights or obligations which you or the Property Manager or Owner may have legally agreed to arising out of the circumstances or Complaint or otherwise.

If your grievance is non regulatory in nature please make direct contact with the industry stakeholder. For example, if you wish to raise concerns over booking portal fee structures please make direct contact with the booking portal to resolve.

The HRIA continues to support and work with our stakeholders in an advocacy role across the short term holiday rental industry in Australia. Please keep us informed (in writing) if your concerns go unanswered or remain unresolved.

**Professional Title \***

**First Name**

**Last Name \***

**Email Address \***

**Address Line 1 \***

**City \***

**Postcode \***

**Mobile \***

**Organization**



SIGN IN

Haven't registered yet?

**Holiday Rental Property Name:**

**Holiday Rental Property website link:**

**Holiday Rental Property Address Line 1: \***

**Holiday Rental Property Address Line 2:**

**Holiday Rental Property Suburb: \***

**Holiday Rental Property Postcode: \***

**Holiday Rental Property State \***

**Date/Time of Incident (Guest Stay): \***

**Reason for Complaint: \***

- Noise
- Garbage
- Parking/Access
- Damage
- Obscene Behaviour
- Breach By Laws (Strata)
- Contract Breach
- Unfair Conduct
- Health and Safety

**Reason for Complaint: Other**

**Category of Complainant \***

- Neighbour
- Local Council
- Industry Operator
- Local Resident
- Other

**Additional Information about the Complaint: \***

300 of 300 characters remaining

**Authority and Consent \***

- I warrant the information is true and accurate and I authorise and consent it's use under the Code.

**Validation Code:**

Answer this simple math problem to validate your submission:

**3 + 1 =**

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**Submit**