COMPLAINTS & DISPUTE RESOLUTION

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BILL TO

The Masked Rentals Pty Ltd

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How to raise a problem, and what we will do about it.

We would much rather hear about a problem than read about it later. This is how to raise one and what happens next.

1. During a stay or tenancy

Tell us immediately — by phone if it is urgent. Most things can be fixed the same day. A problem raised only after you have left leaves us unable to put it right, which limits what we can fairly do about it.

2. Making a formal complaint

Email us with your booking reference or property, what happened, when, and what you would like us to do. Photographs help.

3. What we do

We acknowledge within two working days, investigate, and respond in writing within ten working days. If it will take longer we tell you why and when to expect an answer.

4. If you are not satisfied

Ask for it to be escalated to a director, who will review it afresh and respond within a further ten working days.

5. Outside bodies

If we still cannot agree, you may approach the relevant body: the Rental Housing Tribunal in your province for residential tenancy disputes (which is free), the National Consumer Commission for consumer matters, or the Information Regulator for privacy matters. Using this policy first does not affect any of those rights.

6. Our approach

We would rather settle something reasonably than argue about it. Where we are wrong, we will say so and put it right.

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