COMPLAINTS & FEEDBACK

FAIR AND TRANSPARENT RESOLUTION

EFFECTIVE 10 SEPTEMBER 2026

LOCAL KNOWLEDGE. PERSONALISED SERVICE.

Agency details

Legal entity	Daniel James Realty Pty Ltd
Trading name	Daniel James Realty
ABN / ACN	46 701 665 723 / 701 665 723
Queensland licence	4984764
Business address	2/31 Kyoto Street, Brassall QLD 4305
Office	07 3916 4175
Legal and administration email	daniel.billett@danieljamesrealty.com.au
Website	www.danieljamesrealty.com.au

Complaints and Feedback Policy

We welcome feedback and aim to resolve concerns fairly, respectfully and as close as possible to where they arise.

1. How to complain

Email daniel.billett@danieljamesrealty.com.au, call 07 3916 4175, or write to or visit 2/31 Kyoto Street, Brassall QLD 4305. Mark privacy matters 'Private - Privacy Officer'. The same email is used for all legal and administrative enquiries.

2. What to include

- Your name and preferred contact method, unless providing anonymous feedback.
- The property, transaction or tenancy reference.
- What happened, when, who was involved and any supporting documents.
- The outcome you are seeking and any accessibility or interpreter needs.

3. How we handle complaints

- Acknowledge receipt, generally within 2 business days.
- Triage urgent safety, privacy, trust-account, discrimination or legal issues promptly.
- Assess the issue and request any further information, generally within 5 business days.
- Aim to provide a reasoned response within 10 business days; complex or privacy matters may take up to 30 calendar days, with progress updates.
- Keep records securely and limit disclosure to people who need the information.
- Provide review or external escalation options where applicable.

4. External options

Depending on the issue, external options may include the Queensland Residential Tenancies Authority, Office of Fair Trading Queensland, Queensland Civil and Administrative Tribunal, Australian Competition and Consumer

Commission, Australian Human Rights Commission, Queensland Human Rights Commission, or Office of the Australian Information Commissioner. The appropriate body depends on the subject and jurisdiction.

5. No disadvantage

A person will not be disadvantaged merely because they raise a concern in good faith. This does not prevent proportionate action in response to threatening, abusive, knowingly false or unlawful conduct.