

---

**From:** Robyn Rossiter  
**Sent:** Thursday, 17 May 2018 3:05 PM  
**To:** Complaints Register  
**Subject:** HPRM: Feedback on review of the complaints register

**Categories:** CR Submission  
**Record Number:** DOC18/214607

Thank you for the opportunity to provide feedback on the complaints register.

With reference to the section on complaint outcomes. I think it would be fair to record the outcome or only publish the complaint if there is some validity.

We had a complaint lodged against us by a tenant. He had employed a cleaner to do the vacate clean and they didn't do a satisfactory job. The tenant didn't communicate with us at all but went straight to making a complaint to Fair Trading. I responded to the complaint and included everything we had done and that we had worked in the best interest of the tenant at all times and took steps to reduce the amount of the bond claim. The issue was between the tenant and the cleaner he had paid to do a poor job. He should have reported the cleaner to Fair Trading not us. We had gone above and beyond to help the tenant and he didn't even bother to return calls or emails. I heard nothing more and the tenant didn't apply to NCAT. We have had 1 complaint since the inception of the complaints register but because we are part of LJ Hooker it appeared on the register. I didn't think it was fair that the tenant complained in the first place. For it not to be noted that the tenant dropped the complaint is unfair. It is human nature to assume any complaint is valid and it potentially tarnishes the reputation of a small business.

In regard to complaints being grouped for franchises.

I get why you do this as you think the franchise group has some control over policies within each business.

I need to clarify that they don't. The way I conduct my business is very different to the next LJ Hooker Franchise. We are a small business and we work hard to have happy clients. If we were branded Rossiter Real Estate then we could have up to 10 complaints a month every month and not appear on the register. This would indicate a chronic problem with the business. I am sure I would get a call from Fair Trading which would be warranted but it would not appear on a public register. I think it is discriminatory to list businesses because they part of a franchise. At the end of the day we are a small business trying to make a living and employ staff.

This is also damaging to a brand. Some franchise groups are larger than others so have more franchisees and so the ratio of complaints to franchisees is not taken into account. You could have 500 franchisees with a total of 18 complaints for the franchise compared to a franchise with 200 franchisees with 18 complaints. You are then also being compared to a single business which could have 1-9 complaints. It just isn't a fair system.

If you are going to group franchises then it would be fairer to increase the number of complaints a group can have and decrease the number a stand alone business can have.

I am all for consumer protection but I don't think the current system is fair on small business.

Thank you

**Robyn Rossiter**  
Office Manager



Liveability Real Estate Specialist

**LJ Hooker** Wagga Wagga

59 Berry Street,  
Wagga Wagga, NSW 2650, Australia.



waggawagga.ljhooker.com.au



---

[Overview](#) [Current Listings](#) [Recent sales & leases](#) [Testimonials](#)

More than **152,500** investors trust LJ Hooker with over **\$89** billion in investment property.

**Find out why they sleep soundly (and you could too).**

Make dreams happen™

[Find out more](#)

The advertisement banner features a dark blue background with a crescent moon and stars. The text is white and yellow. A red button with a white arrow points to the right. The LJ Hooker logo is in the bottom right corner.

**IMPORTANT:** Notice to be read with this E-mail

1. Before opening any attachments, please check them for viruses and defects.
2. This e-mail (including any attachments) may contain confidential information for the use of the intended recipient.
3. If you are not the intended recipient, please: contact the sender by return e-mail, to notify the misdirection; do not copy, print, re-transmit, store or act in reliance on this e-mail; and delete and destroy all copies of this e-mail.
4. Any views expressed in this e-mail are those of the sender and are not a statement of L. J. Hooker Wagga Wagga unless otherwise stated.
5. Finally, please do not remove this notice, so that any other readers are aware of these restrictions