

Lifted Hire

Dispute Resolution Procedure

Last updated: June 2026

1. Purpose

Lifted Hire is committed to resolving any disputes or complaints fairly, promptly, and professionally. This procedure applies to all disputes arising from equipment hire bookings, hire terms, equipment condition, damage claims, billing, and conduct of Lifted Hire personnel.

2. Step 1 -- Direct Contact

Most disputes can be resolved quickly through direct communication. In the first instance, contact Lifted Hire:

- Email: info@liftedhire.com.au
- Phone: [Phone Number]

Please provide your name, booking details, a description of your concern, and any supporting evidence. We will acknowledge your contact within 2 business days and aim to resolve the matter within 7 business days.

3. Step 2 -- Formal Written Complaint

If your concern is not resolved through direct contact, submit a formal written complaint to info@liftedhire.com.au with subject line 'Formal Complaint', including all relevant documentation and your desired resolution.

Lifted Hire will respond in writing within 14 business days. For complex matters, we will advise of the expected timeframe.

4. Step 3 -- Mediation

If the formal complaint is not resolved, either party may request independent mediation. Costs are shared equally unless otherwise agreed. Suitable services:

- Dispute Resolution Branch, Queensland Department of Justice and Attorney-General: www.qld.gov.au/law/mediation
- Resolution Institute: www.resolution.institute

5. Step 4 -- External Bodies

If mediation is unsuccessful, parties may escalate to:

- Queensland Civil and Administrative Tribunal (QCAT): www.qcat.qld.gov.au -- for disputes under \$25,000.
- Queensland Supreme or District Court for higher value claims.
- Australian Competition and Consumer Commission (ACCC): www.accc.gov.au -- for consumer law matters.
- Office of Fair Trading Queensland: www.qld.gov.au/oft

6. Equipment Damage Disputes

- 6.1 Damage claims must be raised in writing within 24 hours of the end of the hire period.
- 6.2 The hirer must provide photographic evidence and a description of the alleged damage.
- 6.3 Lifted Hire will inspect the equipment and respond within 5 business days.
- 6.4 Pre-existing damage documented at delivery is excluded from any claim.
- 6.5 Where liability is disputed, Lifted Hire may engage an independent assessor. Costs of assessment may be attributed to the responsible party following resolution.

7. WHS-Related Incidents

Where a dispute arises from a workplace health and safety incident involving Lifted Hire equipment, parties should also be aware of the reporting and investigation obligations under the Work Health and Safety Act 2011 (Qld). Lifted Hire will cooperate fully with any regulatory investigation.

8. Governing Law

This procedure is governed by the laws of Queensland, Australia. Disputes are subject to the exclusive jurisdiction of the courts of Queensland, Australia.

9. Contact Us

Lifted Hire

Email: info@liftedhire.com.au

Phone: [Phone Number]

Address: Boat Works, Coomera, Queensland 4209, Australia