

# Disputed Listing Policy

If a storer disputes a pending or current listing, they must contact **Storer Check** at [admin@storercheck.com.au](mailto:admin@storercheck.com.au) and state their:

- Name
- Address
- Date of birth
- Licence number and state of issue
- Passport number (only non-Australian issue)
- The facility at which they stored
- The reason why the listing is factually incorrect

**Storer Check** will then contact the listing facility and ask that they respond to the storer's dispute within 14 days.

**Storer Check** will consider both the storer's dispute and the facility's response. **Storer Check** will determine whether the listing will:

- remain on the database
- be removed or
- be corrected.

Only factually incorrect data will be removed or changed. **Storer Check** will make a determination within 7 days of receiving the facility's response, and will advise the storer and facility of the determination and make the notification by email.

Examples of factually incorrect data include but are not limited to the following:

- A storer's name may be incorrectly recorded.
- A storer's address may be incorrectly recorded.
- Although a facility may claim that a storer was overdue with their fees, a storer may be able to demonstrate this was not the case by producing receipts or other evidence.

In the event that the facility or the listed storer disagree with **Storer Check's** decision, they may have the matter referred to a mediator nominated by **LEADR ACN 008651 232**. The cost for this mediation will be carried by the party seeking the referral.

**Storer Check** may retain and use any information they obtain about a storer as a result of this Disputed Listing Policy process.

