

In accordance with Rule 12 Real Estate Agents Act 2008 (Professional Conduct and Client Care Rules) 2012.

Introduction

All licensed real estate agents are required to have a written complaints and resolution procedure. That Procedure is set out below:

You do not have to use our complaints and resolution procedure. You may make a complaint directly to the REA (Real Estate Authority) at any time. You can make a complaint to the REA even if you choose to also use our procedures.

In - House Complaints and Dispute Resolution Procedures

Our complaints and disputes resolution procedures are designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received from our agency

Step 1: Call us and speak to the Licensee Agent; Colin Lock (03) 281 7511. Tell the Licensee Agent who you are complaining about and what your concerns are. Let the Licensee Agent know what you would like done about your complaint.

Step 2: The Licensee Agent may ask you to put your complaint in writing (a complaints form will be sent to you if a written complaint is required) so that he can investigate it. The Licensee Agent will need a brief period of time to talk to the team members involved. We promise to come back to you within five working days with a response to your complaint. That response may be in writing. As part of that response, we might ask you to meet with members of our team to discuss the complaint and try to agree on a resolution.

Step 3: If we are unable to come to an agreed resolution after a meeting, or if you do not wish to meet with us, then we will provide you with a written proposal to resolve your complaint.

Step 4: If you do not accept our proposal, please try and advise us in writing within five working days. You can, of course, suggest another way of resolving your complaint.

Step 5: If we accept your preferred resolution, we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution, we may invite you to mediate the dispute.

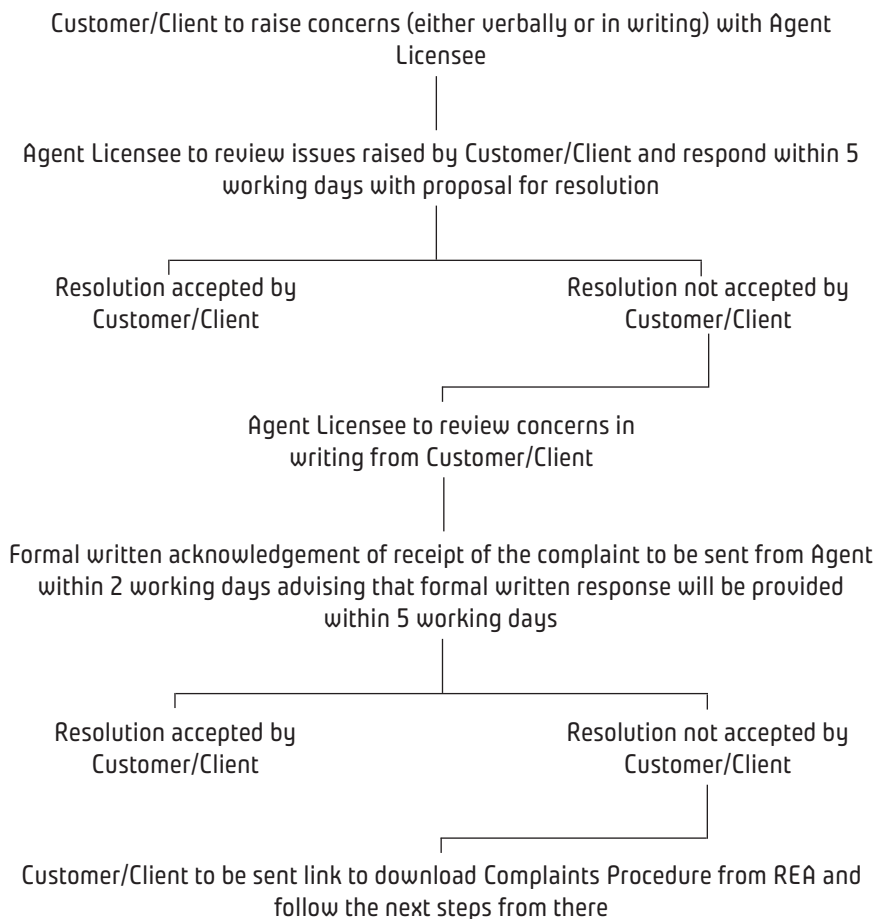
Step 6: If we agree to mediate the complaint but do not settle the complaint at mediation, or we do not agree to mediate the dispute, then that will be the end of our process.

Remember: You can still make a complaint to the Real Estate Authority in the first instance and, even if you use these procedures, you can still make a complaint at any time.

The Real Estate Authority (REA)
c/- PO Box 25 – 371 Featherston St,
Wellington 6146
New Zealand
Phone 0800 367 7322
Email info@rea.govt.nz

In-House Complaints Process

(Real Estate Agents Act 2008 - Professional Conduct & Client Care Rules)



Customers and Clients should be aware that in seeking to resolve a complaint through our in-house process, they are not precluded from exercising their statutory rights under the Real Estate Agents Act 2008 and can complain directly to the authority at any time