

Complaints and Disputes Resolution Procedures

Our complaints and dispute 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.

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

Step 1

Call us and speak to the Branch Manager or Sales

Manager. Tell the Manager

- Who you are complaining about
- What are your concerns
- What you would like done about your complaint

Step 2

The manager may ask you to put your complaint in writing so that it can be investigated as they may need a period of time to talk to the team members involved.

We promise to come back to you within 10 working days with a response. That response may be in writing. As part of the response we offer you the opportunity to meet with members of our team to discuss the complaint and try and agree a resolution.

Step 3

If we are unable to come to an agreed resolution after a meeting, or if you don't wish to meet with us, then we will provide you with a written proposal to resolve your complaint

Step 4

If you not accept our proposal, please try and advise us in writing within 5 working days. You can, of course, suggest another way of resolving the 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 don't settle the complaint at mediation, or we do not agree to mediate the dispute then that will be the end of the process.

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

**The Real Estate Agents
Authority c/- PO Box 25-371
Wellington 6146**

Phone 0800 FOR REAA or 0800 367 7322