

Residential Complaint Procedure

Real Estate Agents Act

(Professional Conduct and Client Care) Rules 2012 - Rule 12

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.

- 1** Call us and speak to the Licensee Agent. Tell the Licensee Agent who you are complaining about and what your concerns are. Let the Agent know what you would like done about your complaint.
- 2** The Licensee Agent may ask you to put your complaint in writing so that he or she can investigate it. The Licensee Agent will need a brief period to talk to the team members involved. We promise to come back to you within 10 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 and agree a resolution.
- 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.
- 4** If you do not accept our proposal please try and advise us in writing within 5 working days. You can, of course, suggest another way of resolving your complaint.
- 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 take part in mediation of the dispute.
- 6** If we agree to mediation but don't settle the complaint at mediation, or we do not agree to mediation then that will be the end of our process.

Please 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, New Zealand.