

## **COMPLAINTS AND DISPUTE RESOLUTION PROCEDURES**

In accordance with  
Rule 10 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2009

### ***Introduction***

All licensed real estate agents are required to have a written in-house complaints and dispute 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 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.

### ***In-house Complaints and Dispute 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.

- **STEP 1:** Call us and speak to the manager. [Give contact details of manager designated to receive complaints] Tell the manager who you are complaining about and what your concerns are. Let the manager know what you would like done about your complaint.
  
  - **STEP 2:** The manager may ask you to put your complaint in writing so that he or she can investigate it. The manager will need a brief period of time 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.
  
  - **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 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.
- 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 our 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  
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Phone 0800 for REAA or 0800 367 7322