

In-House Complaints and Dispute Resolution Procedures

Introduction

In accordance with Rule 12 of the Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012 all licensed real estate agents are required to have a written In-House Complaint and Dispute Resolution Procedure.

You are not required to use our In-House Complaint and Dispute Resolution Procedure and you may wish to 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 In-House Complaint and Dispute Resolution Procedure.

In-House Complaints and Dispute Resolution Procedures

Our In-House Complaint and Dispute Resolution Procedure is 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 ask to speak to the Manager. 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 will aim to come back to you within ten working days with a response to your complaint. If you are not satisfied with the response received from the Manager then we may ask you to meet with the 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 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 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 discuss referring the matter to an independent mediator.
- 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 or to them 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. You can contact the Real Estate Agents Authority on 0800 367 7322 or visit reaa.govt.nz for more information or for a complaint form.