

## In-House Complaints & Disputes Resolution Process

Real Estate Agents Act (Professional Conduct & Client Care Rules) 2012 - Rule 12

- Step 1** Call us and speak to the manager, Mike McCurdy 0274 341 253, 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 to 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 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 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.

**Note:** This process does not preclude the matter from being referred to the Real Estate Agents Authority. The Authority may be contacted C/- PO Box 25-371 Featherston Street, Wellington 6146, New Zealand or 0800 367 7322.