**COMPLAINT AND DISPUTE RESOLUTION PROCEDURES**

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

**INTRODUCTION**

* All licensed Real Estate Agents are required to have a written in-house complaint and resolution procedure. That procedure is set out below. You do not have to use our complaint and dispute resolution procedure. You may make a complaint directly to the Real Estate Agents Authority at anytime. You can make a complaint to the Real Estate Agents Authority even if you choose to also use our procedure.

**IN-HOUSE COMPLAINT AND DISPUTE RESOULTION PROCUDURE**

* Our complaint and dispute procedure is designed to provide a simple and personalised process for resolving any complaint you have about the service you have received from our Agency.

**STEP 1**

Call us and speak to the Manger (Mathew McDonald). Tell the Manager who you are complaining about and what your concerns are. Let them 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 can investigate it. The manger will need a brief period to talk to the team member 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 on a resolution.

**STEP 3**

If we are unable to come to an agreed resolution after a meeting, or if you do not 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 to 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 do not agree to mediate the dispute, 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,**

**P O Box 25-371,**

**Wellington 6146**

**Phone: 0800 367 7322**

**Website: www.reaa.govt.nz**