

In-house Complaint and Dispute Resolution Procedure

Our 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.

Call us and speak to Andrew Cowdy, the business owner, our Principal Officer and Licensee. Tell Andrew who you are complaining about and what your concerns are. Let him know what action you would like to be taken about your complaint.

Andrew may ask you to put your complaint in writing so that he can investigate it. He will need some time to talk to the team member/s involved. We promise to respond to your complaint within 5 working days. That response may be in writing. As part of our response we might ask you to meet with members of our team to discuss the complaint and attempt to reach a resolution.

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. 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.

If we accept your preferred resolution we will implement that resolution as soon as possible. If we decline your preferred resolution we may invite you to further mediate the dispute.

If we agree to mediate your complaint but are not able to settle the complaint at mediation, or if we are unable to reach agreement with you regarding the use of mediation then that will be the end of our process.

We advise that you can make a complaint to the Real Estate Agents Authority in the first instance if you wish and, even if you do use our In-house Complaint and

Dispute Resolution Procedure, you can still make a complaint to the Real Estate Agents Authority at any time if you are not satisfied.

Further information is available from The Real Estate Agents Authority (www.reaa.govt.nz).