

Complaints & Disputes Resolution Procedures



Our complaints and dispute resolution process are designed to offer a straightforward and tailored approach to address any concerns you may have about the service provided by our agency.

While you are welcome to use our internal procedures, it is not mandatory. You are free to file a complaint directly with the Real Estate Agents Authority at any time, and you may do so even if you choose to use our complaints resolution process as well.

Step 1

Call us and speak to the Branch Manager or Sales Manager and Tell the Manager:

- Who you are complaining about
- What are your concerns
- What would you like done about your complaint

Step 2

The manager may ask you to put your complaint in writing so that it can be investigated as they may need a period to talk to the team members involved.

We promise to come back to you within 10 working days with a response. That response may be in writing. As part of the response, we offer you the opportunity 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 the 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 the 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 c/- PO Box 25-371 Wellington 6146

Phone 0800 FOR REAA or 0800 367 732