

## *Complaints and Dispute Resolution Procedure*

Our complaints and dispute resolution procedures are designed to provide a straightforward and personalised process for resolving any concerns you may have regarding the service provided by our agency.

### ❖ **Raise Your Concern**

Please contact our Manager, Gary Atkins on 027 561 8206 and advise:

- who your complaint relates to, and
- the nature of your concerns.

Please also let us know what outcome or resolution you would like.

### ❖ **Investigation of Your Complaint**

The manager may ask you to put your complaint in writing to assist with the investigation process. A short period of time may be required to speak with the team members involved.

We will acknowledge and respond to your complaint within 7 working days. Our response may be provided in writing. As part of the process, we may invite you to meet with members of our team to discuss the complaint and work towards an agreed resolution.

### ❖ **Written Resolution Proposal**

If we are unable to reach an agreement during a meeting, or if you choose not to meet with us, we will provide you with a written proposal outlining our suggested resolution.

### ❖ **Your Response**

If you do not accept our proposal, please advise us in writing within 5 working days where possible. You are welcome to suggest an alternative resolution.

### ❖ **Mediation**

If we agree with your preferred resolution, we will work to implement it as soon as possible.

If we are unable to agree on a resolution, we may suggest mediation as an alternative way to resolve the dispute.

### ❖ **End of Internal Process**

If mediation does not resolve the complaint, or if either party does not agree to mediation, this will conclude our internal complaints process.

You may lodge a complaint directly with the Real Estate Agents Authority at any stage, whether or not you have used our internal complaints procedure.

Real Estate Agents Authority  
The Real Estate Agents Authority  
PO Box 25-371  
Wellington 6146  
New Zealand  
Phone: 0800 367 7322