

IN-HOUSE COMPLAINTS PROCEDURE

(REAL ESTATE AGENTS ACT 2008 PROFESSIONAL CONDUCT AND CLIENT CARE RULES)

Client/customer raises concern with the Branch Manager

Branch Manager reviews the concern and responds to the client/customer within 5 working days with the proposed resolution

Resolution not accepted
by client/customer

Resolution accepted
by client/customer

Complaint in writing from the client/customer
to be forwarded to Managing Director.

Written acknowledgement of receipt of complaint
from Managing Director to client/customer within
2 working days advising that formal response
will be provided within 10 working days

Branch Manager and Salesperson detail in writing to
the Managing Director within 5 working days the
details of the case and the resolution offered to date

Formal written response from Managing Director to
client/customer advising of action/outcome

NOTE: This process does not preclude the matter from being referred to the Real Estate Agents Authority. The Authority may be contacted at: The Real Estate Agents Authority, PO Box 25-063, Wellington 6146 or www.reaa.govt.nz