

In House Complaints & Dispute Resolution Procedures

In accordance with Rule 10 REAA
(Professional Conduct and Client Care Rules) 2012

Introduction

All licensed real estate agents are required to have a written in-house complaints and disputes resolution procedure. Our procedure is set out below.

You do not have to use this complaints and resolution procedure. You may make a complaint directly to the REAA at any time. You can make a complaint to the REAA even if you choose to also use our procedure.

In-House Complaints & Disputes Resolution Procedure

- Step 1: Call us and speak to the principal (Lindsay Dodd). Explain what you are complaining about and what your concerns are. Also let him know what you would like done about your concerns or complaint.
- Step 2: He may ask you to put your complaint in writing, so it can investigate it further. He will need a brief period to look at this and talk to anyone else that maybe involved. He will respond formally within 2 working days of the date of the complaint. This response will be in writing and may ask that you meet in person to discuss the complaint or issues.
- Step 3: If you are unable to come to an agreed resolution, or you do not wish to meet with him, then we will provide you with a written proposal to resolve your complaint or issue.
- Step 4: If you do not accept that proposal please try and advise us in writing within 5 working days. That notification can also contain your suggestion to resolve the matter.
- Step 5: If we accept your preferred resolution we will implement the resolution as soon as possible and within a reasonable time frame. We will notify you of any decision and proposed action.
- Step 6: If you decline your preferred resolution we may invite you to mediate the dispute.
- Step 7: If we agree to mediate the complaint but do not settle the complaint at mediation, or we do not agree to mediate the dispute then that will be the end of our process.

Remember: *You can still make a complaint to the REAA in the first instance or use this procedure and still make a complaint to the REAA.*

REAA PO Box 25371 Wellington 6146 Ph 0800 367 732

www.thepropertyclub.co.nz
email: sales@thepropertyclub.co.nz
phone: 0800 500 337