

SHB LIMITED LICENSED AGENT UNDER REAA 2008

IN-HOUSE COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE

In accordance with Rule 12 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012

Our complaints 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 New Zealand Sotheby's International Realty.

- **STEP 1:** Speak to the Sales Associate you dealt with first to try and resolve your complaint. Our team pride themselves on getting things right, so please give them the first opportunity to correct any issues.
- **STEP 2:** If you feel in any way that the resolution proposed is not to your liking, then please call and speak to the Napier Sales Manager (Chelsea Kennedy, 027 939 8814) or Havelock North Sales Manager (Sophie Sheild-Barrett, 027 273 0446). We hope that at this stage we can find an immediate resolution and implement that resolution.
- **STEP 3:** If no immediate resolution has been found, please put your complaint in writing, if you haven't already. This will make it possible to appropriately investigate unresolved issues further. Part of the investigation process will include speaking with the Sales Associate/s involved.
- **STEP 4:** We undertake to come back to you within 5 working days with a response to your written complaint (either by phone or in writing). As part of that response we might ask to meet with you in person to discuss the complaint and propose a resolution.
- **STEP 5:** Our Sales Manager may choose to elevate your complaint to either Michael Newman (Operations and Compliance Manager) or Sabine Davison our General Manager. We also invite you to take your complaint at any time to Michael or Sabine:

SHB Limited	SHB Limited
Michael Newman	Sabine Davison
Operations and Compliance Manager - Central Region	General Manager - Central Region
michael.newman@centralnzsir.com	sabine.davison@centralnzsir.com
027 434 5490	027 222 8110
- **STEP 6:** We will then advise you of our proposed resolution (either by phone or in writing). If you do not accept our proposal please advise us in writing within 5 working days. You can, of course, suggest another way of resolving your complaint.
- **STEP 7:** If we accept your preferred resolution we will attempt to implement that resolution within 5 working days. If we decline your resolution we may invite you to mediate the dispute, using an independent mediation service. 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 the in-house process.

You can make a complaint to the Real Estate Authority at any time.

The Real Estate Authority
c/- P O Box 25-371
Wellington 6146
New Zealand
Phone 0800 for REA, or 0800 367 732

SHB Limited
Sabine Davison
General Manager - Central Region
sabine.davison@centralnzsir.com
027 222 8110