COMPLAINTS AND DISPUTE RESOLUTION PROCEDURES

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

All licensed Real Estate Agents are required to have a written in-house complaints and dispute resolution procedure. Our procedure is set out below.

In-house Complaints and Dispute Resolution Procedures
Our complaints and dispute resolution procedures are 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: Call us or arrange a meeting to speak to our Managing Director.

Designate Details:

Glen Jones – Managing Director
m 021 221 9393
t 04 471 0114
e glen.jones@nzsir.com

Including the following offices:

- Wellington
- Hutt Valley
- Kapiti Coast
- Porirua

Advise the Managing Director who you are complaining about, what you are complaining about and outline your concerns. Let the Managing Director know what you would like him to do about your complaint.

STEP 2: The Managing Director will ask you to put your complaint in writing so that he can investigate it thoroughly and raise it with the Agent. The Managing Director will need a brief period of time to talk to any team members involved and will come back to you as soon as possible with a response to your complaint. As part of that response we might ask you to meet with members of our team to discuss the complaint and agree to a resolution.

STEP 3: If we are unable to come to an agreed resolution through Step 2 then we will provide you with a written proposal to resolve your complaint. If you do not accept our proposal please advise us in writing within 5 working days of the date of the proposal.

STEP 4: If the complaint still remains unresolved through the actions taken in the previous steps, we will access a mediation service for all parties involved. If we don't settle the complaint at mediation, or we do not agree to mediate the dispute, then any other possibilities for resolution will be explored.

You can still make a complaint to the Real Estate Authority in the first instance, and even if you use these procedures you can make a complaint to the Real Estate Authority at any time.

The Real Estate Authority
Level 4 The Todd Building 95 Customhouse Quay Wellington 6011
Phone 0800 for REA or 0800 367 732

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