

Inhouse complaints and dispute resolution form

Introduction:

Rules 12.1, 12.2, and 12.3 of the Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012 provide that real estate agents must develop and maintain written in-house procedures for dealing with complaints and dispute resolution.

Prospective clients, clients and customers do not have to use these procedures and may decide to complain to the Real Estate Authority directly.

Any use of our in-house complaints and dispute resolution process does not preclude making a complaint to the Real Estate Authority.

New Zealand Services' in-house Complaints and Dispute Resolution Process:

Prospective clients, clients, and customers who are not satisfied with the service delivered by our agency may:

Step 1 - Contact our director and licensee agent, Philippe Meneut:

Telephone Number: +64 21 183 9619; or

Email: philippe@nzservices.co.nz

PO Box: 125 139, St Heliers, Auckland, 1740

Step 2 - Tell the Licensee Agent:

- Who you are complaining about,
- What your complaints are about,
- What you would expect to be done about your complaint.

Depending on the nature and the extent of your complaint, the Licensee Agent may ask you to put it in writing and provide relevant details and elements of justification to support your claim.

Step 3 - The Licensee Agent will take up to 10 (ten) days to interview the team members involved, cross-check the facts presented by both parties, and come back to you with a response to your complaint that may be in writing. As part of this response, the Licensee Agent may invite you to meet us to discuss ways to find a resolution that is satisfactory to all parties.

Step 4 - If you do not wish to meet us, or if we do not reach an agreement after our meeting, the Licensee Agent will provide you with a written proposal to settle your complaint within five working days of:

- The day you notified us of your refusal to attend the first conciliation meeting; or
- The day of the first conciliation meeting.

Step 5 - If our written proposal to settle your complaint is not deemed acceptable to you, please advise us within five working days of the day you received our proposal. Please, do not hesitate to let us know which elements of the proposal you found unsatisfactory and how you would like your complaint to be resolved, to allow us the possibility to eventually review our position.

Step 6 - We will review your feedback and preferred resolution, if any, within five working days of receiving it. If we agree with your preferred resolution, we will implement it as soon as possible. If we disagree with your preferred resolution, we may invite you to a conciliation meeting.

Step 7 - If we do not come to an agreement after the conciliation meeting, or if you do not wish to meet us, this process will then come to an end.

If this procedure has been unsuccessful to resolve your complaint, we remind you that you can lodge a complaint to the Real Estate Authority at any time.

Freephone: 0800 367 732 (NZ only) or +64 (04) 471 8930

Email: info@rea.govt.nz

Mail: PO Box 25 371, Wellington 6140

Courier: Level 4, The Todd Building, 95 Customhouse Quay, Wellington 6011