

COMPLAINTS AND DISPUTE RESOLUTION PROCEDURES

Introduction

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

You do not have to use our complaints and resolution procedure. You may make a complaint directly to the Real Estate Agents Authority at any time. You can make a complaint to the Real Estate Agents Authority even if you choose to also use our procedures.

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 our agency.

- **STEP 1:** Call us and speak to our Customer Services Manager. (Karen Johansson 0275 746 047). Tell the Customer Services Manager who it is you have a complaint about and what your concerns are. Let them know what you would like done with your complaint.
- **STEP 2:** The Customer Services Manager will ask you to put your complaint in writing so that he or she can investigate it. They will need a brief period of time to talk to the team members involved. We promise to come back to you within 10 working days with a response to your complaint. That response will be in writing. As part of that response we might ask you to meet with members of our team to discuss the complaint and try to agree to a resolution.
- **STEP 3:** If we are unable to come to an agreed resolution after a meeting, or if you don't wish to meet with us, then we will provide you with a written proposal to resolve your complaint.
- **STEP 4:** If you do not accept our proposal please try and advise us in writing within 5 working days. You can of course, suggest other ways of resolving your complaint.
- **STEP 5:** If we accept your preferred resolution we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution we may invite you to mediate the dispute.
- **STEP 6:** If we agree to mediate the complaint but don't 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 Real Estate Agents Authority in the first instance, and even if you use these procedures you can still make a complaint to the Real Estate Agents Authority at any time.

The Real Estate Agents Authority
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