

## **Kellands Real Estate Ltd Licensed Real Estate Agent (REAA 2008)**

In accordance with Rule 10 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2009

### **Introduction**

All licensed real estate agents are required to have a written in-house complaints and dispute resolution procedure under the new Act. That procedure is set out below for your reference.

Please feel free to use this procedure in the interests of all parties to speedily resolve any concern that you may have.

You may also make a complaint directly to the Real Estate Agents Authority at any time even if you also choose to 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 the sales manager, Jill McClatchy, designated to receive complaints. Tell Jill who you are complaining about and what your concerns are. Let Jill know what you would like done about your complaint.
- STEP 2: Jill may ask you to put your complaint in writing so that she can investigate it. She 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 may 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 and agree 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 another way 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.

### **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  
c/- PO Box 25-371  
Wellington 6146  
New Zealand  
Phone 0800 for REAA or 0800 367 7322