

# LUXURY REAL ESTATE

N E W ZEALAND

## COMPLAINTS AND DISPUTE RESOLUTION PROCEDURES

(In accordance with Rule 10 of the 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 process and dispute resolution procedure. The procedure for Luxury Real Estate Limited is set out below.

You do not have to use our complaints and resolution procedure. You may make your 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 the manager (Nick Horton). Tell the manager who you are complaining about and your concerns. Let the manager know what you would like done about your complaint.

#### Step 2:

The manager may ask you to put your complaint in writing/email so that he or she can investigate it. The manager 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 your team to discuss the complaint and try and agree on 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 the 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 declined your preferred resolution we will seek the opinion of an independent mediator to resolve to a conclusion.

#### 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

PO Box 25-317

Wellington 6146

Phone 0800 for REAA, or 0800 367 7322