Complaints and Dispute Resolution Procedures

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. 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 the manager. He can be contacted on telephone number 03 578 0888 or can be emailed on chris.greenhill@harcourts.co.nz Tell the manager who you are complaining about and what your concerns are. 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 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 our team to discuss the complaint and try to 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 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.

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
C/- P O Box 25-371
Wellington 6146
NEW ZEALAND

Telephone 0800 367 7322

Complaints Form

Harcourts

Complainants Details

Name: _____

Address: _____

Ph. Numbers: (Hm) _____ (Wk) _____ (Mob) _____

Email: _____

Please specify if you are the seller, buyer, landlord, tenant, other (please explain)

Complaint Details

Describe the complaint (Attach additional pages if necessary)

_____

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Complaint Details

What steps have been taken to resolve the complaint?

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What is the desired outcome?

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Date	Signature of Complainant