

COMPLAINTS AND DISPUTE RESOLUTION PROCEDURES

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

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

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 New Zealand Sotheby's International Realty.

STEP 1: Call us or arrange a meeting to speak to the office designate.

Designates are:

Queenstown – Peter Newbold
Christchurch City and Clearwater – Neil Neumann
Auckland – Camron Meade

Tell the designate who/what you are complaining about and outline your concerns. Let the designate know what you would like done about your complaint.

STEP 2: The designate will ask you to put your complaint in writing so that he or she can investigate it thoroughly and raise it with the General Manager. The management team will need a brief period of time to talk to any team members involved. We will come back to you as soon as possible with a response to your complaint. As part of that response we might ask you to meet with members of our team to discuss the complaint and try to agree a resolution.

STEP 3: If we are unable to come to an agreed resolution through step 2, then we will provide you with a written proposal to resolve your complaint. If you do not accept our proposal please advise us in writing within 5 working days of the date of the proposal.

STEP 4: If the complaint still remains unresolved through the actions taken in the previous steps, we will access a mediation service for all parties involved. If we don't settle the complaint at mediation, or we do not agree to mediate the dispute, then any other possibilities for resolution will be explored.

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 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