

SHB Limited Licensed Agent under REAA 2008

## IN-HOUSE COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE

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

Our complaints and dispute resolution procedure is designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received from Sotheby's International Realty.

- **STEP 1:** Speak to the Sales Associate you dealt with first to try and resolve your complaint. Our team pride themselves on getting things right, so please give them the first opportunity to correct any issues. If you feel in any way that the resolution proposed is not to your liking, then please call and speak to the Sales Manager (Fraser Holland, 027 440 9514).
- **STEP 2:** We hope that at this stage we can find an immediate resolution and implement that resolution. However it is possible that the Sales Manager may ask you to put your complaint in writing so that he or she can investigate further. If this is the case we will need a brief period of time to talk to the sales associate/s involved.
- **STEP 3:** We undertake to come back to you within 5 working days with a response to your complaint (either by phone or in writing). As part of that response we might ask you to meet in person to discuss the complaint and propose a resolution.
- **STEP 4:** Our Sales Manager may choose to elevate your complaint to Fraser Holland our Managing Director - Central Region. We also invite you to take your complaint at any time to Fraser either by e-mail [fraser.holland@nzsir.com](mailto:fraser.holland@nzsir.com) or phone 027 440 9514.
- **STEP 5:** We will then advise you of our proposed resolution (either by phone or in writing). If you do not accept our proposal please advise us in writing within 5 working days. You can, of course, suggest another way of resolving your complaint.
- **STEP 6:** If we accept your preferred resolution we will attempt to implement that resolution within 5 working days. If we decline your resolution we may invite you to mediate the dispute, using an independent mediation service. If we agree to mediate the complaint, but do not settle the complaint at mediation, (or we do not agree to mediate the dispute) then that will be the end of the in-house process.

You can make a complaint to the Real Estate Authority at any time and/or our Licensed Agent at any time.

The Real Estate Authority  
c/- P O Box 25-371  
Wellington 6146  
New Zealand  
Phone 0800 for REA, or 0800 367 732

SHB Limited Licenced Agent  
Fraser Holland  
[fraser.holland@nzsir.com](mailto:fraser.holland@nzsir.com)  
027 440 9514