

## IN-HOUSE COMPLAINTS/DISPUTES PROCEDURE

In accordance with rule 12 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012

### Introduction

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

You do not have to use our complaints and resolution procedure. You may make a complaint directly to the Real Estates Authority (REA) at any time. You can make a complaint to the REA 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 personalized process for resolving any complaint you might have about the service you have received from our agency.

STEP 1: Call us and ask to speak to the Licensee Agent. This is Richard Hemingway who you can reach at 03 443 0043 or via email [richard.h@nexusbiz.co.nz](mailto:richard.h@nexusbiz.co.nz). Tell him who you are complaining about and what your concerns are. Let him know what you would like done about your complaint.

STEP 2: The Licensee Agent may ask you to put your complaint in writing so he can investigate it. The Licensee Agent 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, which may be in writing. As part of that response, we may 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 after a meeting, or if you do not wish to meet with us, 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 five working days. You can, of course, suggest another way of resolving the complaint.

STEP 5: If we accept your preferred resolution, we will attempt to implement it as soon as possible. If we decline it, we may invite you to mediate the dispute.

STEP 6: If we agree to mediate the complaint but don't settle it at mediation, or we do not agree to mediate it, that will be the end of our process.

Remember: you can still make a complaint to the REA in the first instance and, even if you use these procedures, you can still make a complaint to the REA at any time.

The Real Estate Agents Authority,  
c/ - PO Box 25-371  
Wellington 6146  
New Zealand

Phone 0800 for REA or 0800 367 7322