

black&white

Complaints and Dispute Resolution Procedure

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 can make a complaint to the Real Estate Agents Authority without first using our in-house procedures and any use of our in-house procedures does not preclude you from making a complaint to the authority if you are not satisfied with our response.

In-house Complaints and Dispute Resolution Procedure

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 our agency.

Step 1

Call us and speak to the manager (or Kylie Pridham) – Phone 09 6200 467 or email kylie@blackandwhite.net.nz. Tell us who or what you are complaining about and what your concerns are. Let us know what you would like done about your complaint.

Step 2

We may ask you to put your complaint in writing so that we can investigate it. We will need a brief period of time to talk to the team member/s 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 the member/s of our 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 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 to 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 make a complaint to the Real Estate Agents Authority at any time.

You can access additional information regarding the complaints process at www.reaa.govt.nz

The Real Estate Agents Authority

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Wellington

New Zealand

Phone – 0800 367 7322