

## ***MID NORTH REAL ESTATE COMPLAINTS PROCEDURE***

In accordance with Rule 10 Real Estate Agents Act (Professional Conduct & 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 use our procedures.

### **Mid North Real Estate Ltd. In-house Complaints & Dispute Resolution Procedures:**

Our complaints and dispute resolution procedures are designed to provide a simple process for resolving any complaint you might have about the service you have received from our agency.

1. Call and speak to the manager. Tell the manager who you are complaining about and what are your concerns. Let the manager know what you would like done about your complaint
2. The manager may ask you to put your complaint in writing so that she can investigate it. The manager will need a brief period of time to talk to the person involved. We undertake to come back to you within ten 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 person to discuss the complaint and try and agree to a resolution.
3. If we are unable to come to an agreed resolution after a meeting, or if you do not wish to meet with the person involved, then we will provide you with a written proposal to resolve your complaint.
4. If you do not accept our proposal, please advise us in writing within five working days, you may of course suggest another way of resolving your complaint.
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.
6. 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 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 contact details are as follows: P.O. Box 25 371, Wellington 6148, telephone 0800 for REAA or 0800 367 7322.

**MID NORTH REAL ESTATE LTD – MREINZ**

Sandra Judith Robinson

Principal Officer and Licensee.

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