

Nicola Kelland Real Estate Ltd Complaints Procedure
(Real Estate Agents Act 2008 (Professional Client Conduct & Care Rules 2012)
-Rule 12

If you have a complaint, we will do everything possible to help resolve the matter.
If you have a complaint, please follow the steps 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 our agency.

Call us and speak to our Managing Director, Nicola Kelland, designated to receive complaints. Tell Nicola who you are complaining about and what your concerns are. Let Nicola know what you would like done about your complaint. Nicola may ask you to put your complaint in writing so that she can investigate it. 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 members of our team to discuss the complaint and try and agree a resolution.

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. 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. 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.

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

Phone 0800 for REAA or 0800 367 7322

<http://www.reaa.govt.nz/Complaints/Pages/Complaints.aspx>

For the Code of Professional Conduct and Client Care 2012

<http://www.reaa.govt.nz/ForBuyersAndSellers/Workingwithrealestateagents>