WAIHEKE REAL ESTATE IN-HOUSE COMPLAINT PROCESS

(Real Estate Agents Act 2008-Professional Conduct and Client Care Rules

Customer to raise concerns with Branch Manager

Branch Manager to review issues raised and respond to customer within 5 working days with outcome proposal for resolution

Resolution Accepted by Customer Resolution NOT Accepted by Customer Complaint in writing from customer to be forwarded to Waiheke Real Estate **Customer Relations Manager** Client Customer file established Complaint details recorded in Compliance register Property details downloaded From listing system Formal written acknowledgement of Receipt of complaint from Customer Manager licensee & salespeople Relations Manager to client/customer licensee identified within 2 working days advising that formal response will be provided within 10 working davs. Complaint to Branch Manager licensee and salesperson licensee from Customer Relations Manager with requirement for written response in format suitable to be sent to client/ customer. Branch Manager licensee to provide copies of all relevant documentation. (5 working days turn around) Customer Relations Manager reviews reports and makes recommendation to Directors on appropriate course of action/ outcome in accordance with REA Act 2008 & Professional Conduct & Client Care Rules Formal written response from Customer Relations Manager to client/customer advising of action/ outcome Copy of response to Branch Manager licensee and salesperson licensee Details of process and outcome recorded in All documentation filed Compliance Register

Note: This process does not preclude the matter from being referred to the Real Estate Agents Authority.

The Authority may be contacted at: The Real Estate Agents Authority

c/- P.O. Box 25-063 Wellington 6146 New Zealand

www.reaa.govt.nz