

IN-HOUSE COMPLAINTS & DISPUTE RESOLUTION PROCEDURES

INTRODUCTION:

In accordance with Rule 14 of the Real Estate Agents Act 2008, the Real Estate Agents Authority has set down under Rule 12.1 of the Code of Professional Conduct & Client Care Rules 2012, that all agencies must have a written in-house procedure for dealing with complaints and disputes and that clients and customers are aware of these procedures.

The Northern Group BOP Limited has an established customer complaint procedure designed to provide a simple and personalised process for resolving issues in the event that the service provided by our company or salesperson licensee does not meet expectations of clients and customers.

If you do have a complaint we invite you in the first instance to make contact with Rachel Millard, Manager of The Northern Group BOP Limited by email to: rachel@yourrealty.co.nz

PROCEDURE:

- **Step 1**
Email Rachel and tell her who you are complaining about, what your concerns are and what you would like done in response to your complaint.
- **Step 2**
Rachel will detail your complaint, she may ask to meet with you in person or ask that you document the details in writing to assist with investigating it. Rachel will promptly talk to the team member(s) involved and obtain copies of any documents associated with the complaint.
- **Step 3**
Rachel will then make a response to you; this may be in writing or verbally depending on the matters concerned. As part of this response Rachel may ask to meet to discuss the complaint and endeavour to agree on a resolution.
- **Step 4**
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 5**
If our proposal is not acceptable, please advise us in writing, you can of course, suggest another way of resolving your complaint.
- **Step 6**
In the event that Step 4 or Step 5 resolves the matter we will proceed to implement the resolution terms as soon as practicable.
- **Step 7**
Sometimes matters can be best settled by an independent mediator. Should a resolution not be made we will discuss with you the options of mediation.
- **Step 8**
Should the option to mediate not be acceptable to both parties then that will be the end of our Complaints & Dispute Resolution Process.

This complaints procedure has been put into place to help resolve any issues; however, you do not have to use our 'Complaints & Dispute Resolution Procedures'. You can make a complaint to the Real Estate Agents Authority (www.reaa.govt.nz) at any time even if you choose to also use our in-house procedures.

The Northern Group BOP Limited Licensed by Your Real Estate a Licensed agent under the REAA 2008