

# Complaints/Dispute Procedures



Colliers Otago

*In accordance with Rule 12 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012*

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.

## STEP 1:

Contact our agency principal, (Fred Bramwell, 021 435 694 or 03 441 0790). Tell the agency principal who you are making a complaint about and what your concerns are. Let the agency principal know what you would like to be done about your complaint.

## STEP 2:

The agency principal may ask you to put your complaint in writing so that it can be investigated further. The agency principal will need a brief period of time to talk to the team members involved. We will respond to your complaint within 10 working days. That response may be in writing. As part of that response we may ask you to meet with members of our team to discuss the complaint and try to agree 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, we ask that you advise us in writing within five 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 the 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 still make a complaint to the Real Estate Authority in the first instance and, even if you use these procedures, you can still make a complaint to the Real Estate Authority at any time.

The Real Estate Authority  
c/ - PO Box 25371  
Wellington 6146  
New Zealand  
Phone 0800 367 732 or +64 4 471 8930