

*In accordance with*

Rule 12, Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012

## Initial Complaint

<b>Written complaint</b>	Received by Legal & Compliance Associate, Business Partner, Business Broker or General Manager.
<b>Acknowledgment</b>	Legal & Compliance Associate to acknowledge receipt of written complaint and advise that the matter will be addressed in the first instance by the Business Partner.
<b>Complaint referred to Business Partner</b>	Complaint in written form forwarded to Business Partner.
<b>Business Partner acknowledgment</b>	Business Partner to acknowledge receipt of complaint and advise that formal response will be provided within 5 working days.
<b>Business Partner response</b>	Business Partner to review process and send formal response with comment and conclusion to complainant.
<b>Business Partner to file</b>	Business Partner to send copy of response and supporting file documentation to Legal & Compliance Associate for file.

## For complaints responded to by Business Partner and Legal & Compliance Associate but which do not satisfy the complainant

<b>Progress complaint</b>	Progress complaint in writing to Legal & Compliance Associate.
<b>Acknowledgment</b>	Legal & Compliance Associate to acknowledge receipt of complaint and advise that the matter will be reviewed from an agency perspective and response provided within 10 working days.
<b>Company review</b>	Legal & Compliance Associate to review file and Business Partner's response (seek additional information if required).
<b>Company response</b>	Legal & Compliance Associate to provide formal written response from an agency perspective and advise that the process does not preclude the matter from being referred to the Real Estate Authority.
<b>Records</b>	Issue to be recorded in complaints register; documentation to be held on file.

The Real Estate Authority may be contacted at:  
Level 3, 3 The Terrace, PO Box 25371 Featherston Street  
Wellington 6146, NEW ZEALAND  
**0800 FOR REA (0800 367 732) | [www.rea.govt.nz](http://www.rea.govt.nz)**