

COMPLAINTS AND DISPUTES RESOLUTION PROCEDURE - THE HANCOCK GROUP LTD

LICENSED AGENT UNDER THE REAA 2008

In accordance with Rule 10 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012

Introduction

All licensed real estate agents are required to have a written in-house complaints and disputes resolution procedure, which is set out below.

You do not have to use out complaints and resolution procedure. You may make a complaint directly to the REAA at any time. You can make a complaint to the REAA even id you choose to also use our procedures.

In-house Complaints and Disputes Resolution Procedures

Our complaints and disputes resolution 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:	Call us and speak to our Agent licensee, Mere Hancock +64273754777 or email mere@thehancockgrp.com. Tell our Agent Licensee who you are complaining about and what your concerns are and what you would like done about your complaint.
STEP 2:	They may ask you to put your complaint in writing. They will need a brief period time to talk the team members involved and Principle Officer. We promise to come back to you within 10 working days with a response to your complaint. That response may be in writing. As a part of that response we might ask you to meet with the members of the team to discuss the complaint and try and agree to 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, you can suggest another way to resolve your complaint.
STEP 4:	If you do not accept our proposal please try and advise us in writing within 5 working days.
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. This will be the end of our process.

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 make a complaint to the Real Estate Agents Authority at any time.

The Real Estate Agents Authority

C/- PO Box 25-371, Wellington 6146, New Zealand

Phone: 0800 3677322

Website: www.reaa.govt.nz