

## IN-HOUSE COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE

In accordance with

Rule 10 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2009

Our complaints and dispute resolution procedure is designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received from Tremains.

- **STEP 1:** Speak to the Sales Consultant you dealt with first to try and resolve your complaint. Our team pride themselves on getting things right, so please give them the first opportunity to correct any issues. If you feel in any way that the resolution proposed is not to your liking, then please call and speak to our Sales Manager.
- **STEP 2:** Advise the Sales Manager (Stuart Christensen Napier / Taradale Ph 834 2971) what your concerns are, the sales consultant/s you have dealt with and what outcome you would like to see to resolve the issue.
- **STEP 3:** We hope that at this stage we can find an immediate resolution and implement that resolution. However it is possible that the Sales Manager may ask you to put your complaint in writing so that he can investigate further. If this is the case we will need a brief period of time to talk to the sales consultant/s involved.
- **STEP 4:** We promise to come back to you within 5 working days with a response to your complaint (either by phone or in writing). As part of that response we might ask you to meet with our Sales Manager and the Sales Consultant/s only if appropriate) to discuss the complaint and propose a resolution.
- **STEP 5:** If you do not wish to meet with us, then we will provide you with a written proposal to resolve your complaint. If upon meeting we are unable to come to an agreed resolution, we will escalate the issue to our General Manager, Fraser Holland and / or our Principal Simon Tremain for consideration. We will then advise you of our proposed resolution (either by phone or in writing).
- **STEP 6:** If you do not accept our proposal please advise us in writing within 5 working days. You can, of course, suggest another way of resolving your complaint.
- **STEP 7:** If we accept your preferred resolution we will attempt to implement that resolution within 5 working days. If we decline your resolution we may invite you to mediate the dispute, using an independent mediation service.
- **STEP 8:** If we agree to mediate the complaint, but do not settle the complaint at mediation, (or we do not agree to mediate the dispute) then that will be the end of the in-house process.

### REMEMBER:

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 for REAA or 0800 367 7322

Tremain Real Estate Limited Licensed Agent REAA 2008

Customer Service Freephone: 0508 TREMAINS 0508 873 6246 › PO Box 778 › Napier › customerservice@tremains.co.nz

[www.tremains.co.nz](http://www.tremains.co.nz)

#### Napier Sales Office

26 Munroe Street

Tel 06 835 5988 › Fax 06 835 6606

#### Taradale Sales Office

331 Gloucester Street

Tel 06 845 9060 › Fax 06 845 9061

#### Hastings Sales Office

219 Karamu Road

Tel 06 873 5901 › Fax 06 873 5902

#### Havelock North Sales Office

28 Te Mata Road

Tel 06 877 8035 › Fax 06 877 4517