

COMPLAINTS PROCEDURE

OTAGO REAL ESTATE (Licensed under the REA Act
2008)

IN-HOUSE COMPLAINTS RESOLUTION PROCEDURE

Our commitment

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be anything and could include:

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint you can contact us in any of the ways listed below.

By email at Carolyn@otagorealestate.co.nz

In writing to us at

Otago Real Estate
PO BOX 6400
Dunedin 9059

Or

Level 1, Moray Chambers
30 Moray Place
Dunedin

By phone (03) 474 0470 **or fax** (03) 474 0624

In person at our offices

Your complaint will be fully investigated and a response issued within 10 working days. If you are unhappy with the response you can contact the following people:

**Managing Director
Manager**

Chris James

Commercial Property

Carolyn McLean

Level 1, Moray Chambers
30 Moray Place
Dunedin
Mobile: 0274 324 316

Level 1, Moray Chambers
30 Moray Place
Dunedin
Mobile: 0274 392 376

Response Times

We will acknowledge receipt of your complaint within 2 working days.

We will issue a full response within 10 working days.

If there is a delay in responding we will keep you informed of our progress

Comments

We are happy to receive any other comments on our service to customers.

Please contact us in any of the ways mentioned above or complete a comment card at any of our offices. Alternatively you can email us from the contact section on our website.

Complaints Directly to the Real Estate Agent's

Authority

If this process does not work for you, you may access the Real Estate

Agent's Authority's complaints process directly or without first using the in-house complaints resolution procedure referred to in this document. The use of the in-house complaints resolution procedure does not preclude the making of a complaint to the Authority.

Complaints to the Real Estate Agent's Authority may be made directly to:

PO BOX 25371, Wellington 6146

Phone: 0800 FOR REAAA (0800 367 7322)

Fax: (04) 815 8468

Email: info@reaa.govt.nz

Website: www.reaa.govt.nz