

RESIDENTIAL & PROPERTY MANAGEMENT

Complaints Process

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

INITIAL COMPLAINT

Written complaint	Received by compliance manager/property management operations manager
Acknowledgment	Compliance manager/property management operations manager to acknowledge receipt of written complaint and advise that the matter will be addressed in the first instance by the branch manager
Complaint referred to branch manager	Complaint in written form forwarded to branch manager
Branch manager acknowledgment	Branch manager to acknowledge receipt of complaint and advise that formal response will be provided. For residential issues within 5 working days, for property management issues within 48 hours
Branch manager to investigate	Branch manager to investigate and obtain written report from salesperson/property manager
Branch manager to respond	Branch manager to review process and send formal response with comment and conclusion to complainant
Branch manager to file	Branch manager to send copy of response and supporting file documentation to compliance manager/property management operations manager for file

FOR COMPLAINTS RESPONDED TO BY BRANCH MANAGER BUT WHICH DO NOT SATISFY THE COMPLAINANT

Escalate complaint	Escalate complaint in writing to compliance manager/property management operations manager
Acknowledgment	Compliance manager/property management operations manager to acknowledge receipt of complaint and advise that the matter will be reviewed from an agency perspective and response provided within 10 working days
Agency level review	Compliance manager/property management operations manager to review file and branch managers response (seek additional information if required)
Agency level response	Compliance manager/property management operations manager 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 Agents Authority (residential issues) or the Tenancy Advice Helpline (property management issues)
Recording	Issue to be recorded in complaints register; documentation to be held on file

The Real Estate Agents Authority may be contacted at:
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www.reaa.govt.nz

Barfoot & Thompson
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