

Complaint & Dispute Resolution Procedure



All licenced Real Estate Agents are required to have a written in-house complaint and dispute resolution procedure which is set out below.

You are not required to use our procedure but may make a complaint directly to the Real Estate Agents Authority at any time. You may make a complaint to the REAA even if you choose to also use our procedures.

Retail Solutions Complaint and Dispute Resolution Procedure

Our procedure is designed to be a clear and simple process for the resolution of any complaint you might have about the service you have received from our agency.

1. Call us and speak to the Licensee, Simon Revell. Tell the Licensee who it is you are making a complaint about, what your concerns are and what you would like to be done about your complaint.
2. The Licensee may ask you to put your complaint in writing so that he can investigate it. The Licensee will then need some time to speak to the agent(s) concerned and provide a response, which may be in writing. We undertake to respond within 10 working days of the receipt of your complaint. As part of that response we may ask that you meet with the agent(s) concerned and the Licensee to discuss your complaint and try to agree to a resolution.
3. If we are unable to come to an agreed resolution, or if you do not wish to meet with us, we will provide a written proposal to resolve your complaint.
4. If you do not accept our proposal to resolve your complaint, we ask that you reply to us within 5 working days. In this case we would welcome your suggestions for a resolutions to your complaint.
5. If we are in agreement with any suggested resolution we will attempt to implement that as soon as possible. If we are not in agreement we may invite you to mediate the dispute.
6. If we agree to mediate the dispute but this is not settled through mediation, or if we do not agree to mediate the dispute then that will be the end of our process.

If you wish to make a complaint directly to the Real Estate Agents Authority their contact details are as follows:

REAA, PO Box 25 371, Wellington 6146

Ph: 0800 367 7322

www.reaa.govt.nz