

COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE

All licensed real estate agents in accordance with Rule 12 of the Real Estate Agents Act (Professional Conduct and Client Care) are required to have a written In-House Complaint and Dispute Resolution Procedure.

Wave Realty's in-house procedure is below. You do not have to use our Complaints and Resolution Procedure, you can make a complaint directly to the Real Estate Agents Authority. You can also make a complaint to the Real Estate Agents Authority even if you choose to also use our in-house procedures.

01

CONTACT OUR DIRECTOR

Contact Anya
p +61407733244 e anya@waverealty.co.nz

Let Anya know who you are complaining about, what your complaint is and what you would like done about the complaint.

02

DIRECTOR ASSESSES THE COMPLAINT

Director may ask for the complaint in writing. Director will assess the complaint and discuss the complaint with the parties involved. You will receive a written response within 10 working days with a resolution.

03

RESOLUTION

If you accept our resolution, let us know in writing within 10 business days and we will implement this as soon as possible.

04

NON RESOLUTION

If you do not accept our resolution, let us know in writing within 10 business days with an alternative resolution.

If we accept this alternative resolution we will inform you in writing within 10 business days and implement this as soon as possible.

If we do not accept your alternative resolution proposal this is where our process ends.

REA

The Real Estate Agents Authority c/- PO Box 25-371
Wellington 6146 New Zealand

Phone 0800 for REAA or 0800 367 7322