

Professional conduct and client care

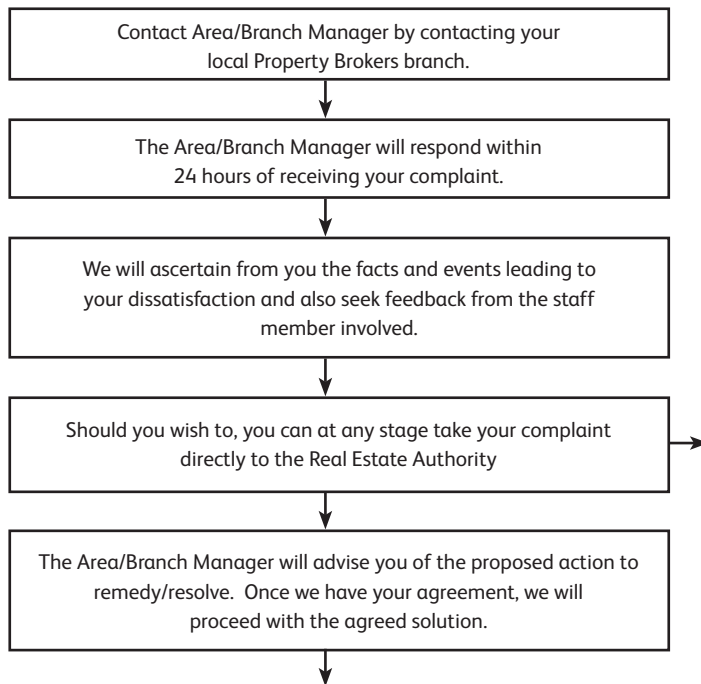
In the event that our level of client care and professional conduct does not meet your expectations, we will listen. In accordance with the Real Estate Agents Act 2008, Professional Conduct and Client Care Rules, we would like you to follow this process when raising a complaint.

In accordance with Section 14 of the Real Estate Agents Act 2008, the Real Estate Authority has set down under Rule 12 of the Code of Professional Conduct & Client Care Rules 2012, that all agencies must have a written in-house procedure for dealing with complaints and disputes and that clients and customers are aware of these procedures.

We welcome your feedback and will endeavour to fix any issue that you are not satisfied with. In the event that the service provided by a Salesperson Licensee does not meet the expectation of the prospective client, client or customer, those concerns should be addressed in the first instance to the Branch/Area Manager concerned.

If a satisfactory outcome is not achieved, the matter may be referred in writing to the Regional Manager/Agent Licensee who will register the issue as a formal complaint and action it in accordance with the in-house procedures as set out below.

Property Brokers In-house Complaints and Disputes Resolution Procedure www.pb.co.nz/complaints-procedure



Prospective clients, clients or customers should be aware that they may access the Real Estate Authority complaints process without first using the in-house procedures; and that any use of the in-house procedures does not preclude their making a complaint to the Authority.

The Real Estate Authority can be contacted at their mailing address:

The Real Estate Authority
c/- PO Box 25371
Wellington 6146
New Zealand

Through their website:
www.rea.govt.nz
or via their online contact form:
www.rea.govt.nz/contact-us/

If you are not happy dealing with our Area/Branch Manager or still regard the matter as unresolved, our senior management team will be happy to investigate.

Property Brokers Bay of Plenty/Northland/South Waikato
Simon Short, 021 889 744

Property Brokers Waikato
Chris Moore, 027 288 0563

Property Brokers Hawke's Bay/Gisborne
Joe Snee, 021 891 684

Property Brokers Manawatu/Whanganui
Paul Roache, 027 430 6205

Property Brokers Wairarapa
John Arends, 027 444 7380

Property Brokers Canterbury
Tony Quayle, 027 611 6161

Property Brokers West Coast
Rob Maskill, 021 762 682

Property Brokers Otago
Russell Lundy, 027 438 8312

Property Brokers Southland
James McKenzie, 027 414 2267

This process does not preclude the matter from being referred to the Real Estate Authority. The Authority can be contacted at: The Real Estate Authority C/- PO Box 25371, Wellington 6146, New Zealand, www.rea.govt.nz