

**Kellands Real Estate Ltd Licensed Real Estate Agent
In accordance with Real Estate Agents Act
(Professional Conduct and Client Care Rules)**

Introduction

All licensed real estate agents are required to have a written in-house complaints and dispute resolution procedure under the new Act. That procedure is set out below for your reference. Please feel free to use this procedure in the interests of all parties to speedily resolve any concerns that you may have. You may also make a complaint directly to the Real Estate Agents Authority at any time even if you also choose to use our procedures.

In-house Complaints and Dispute Resolution Procedures

Our complaints and dispute resolution procedures are designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received from our agency.

Step 1. Call us and speak to our Licensed Agent, Blair Watson is designated to receive complaints. Tell Blair who you are complaining about and what your concerns are. Let Blair know what you would like done about your complaint.

Step 2. Blair may ask you to put your complaint in writing so that he can investigate it. He will need a brief period of time to talk to the team member/s involved. We promise to come back to you within 10 working days with a response to your complaint. That response may be in writing. As part of that response we might ask you to meet with the members of our team to discuss the complaint and try and agree a resolution.

Step 3. If we are unable to come to an agreed resolution after a meeting, or if you don't wish to meet with us, then we will provide you with a written proposal to resolve your complaint.

Step 4. If you do not accept our proposal please try and advise us within 5 working days. You can of course, suggest another way of resolving your complaint.

Step 5. If we accept your preferred resolution we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution we may invite you to mediate the dispute.

Remember: You can still make a complaint to the Real Estate Agents Authority in the first instance, and even if you use these procedures you can still make a complaint to the Real Estate Agents Authority at any time.

The Real Estate Agents Authority, C/- PO Box 25-371, Wellington 6146, New Zealand, ph 0800 367 7322