

## **COMPLAINTS AND DISPUTE RESOLUTION PROCEDURES**

In accordance with Rule 12 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012

### **Introduction**

In accordance with Rule 12 of the Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012, all licensed real estate agents are required to formally develop, implement, document and adhere to the following Complaint and Dispute Resolution Procedure which is specific to Farmlands Real Estate Limited.

In the event of a dispute you may choose to utilise the Farmlands Real Estate Limited Complaint and Dispute Resolution Procedure.

If you decide against adopting this procedure you have the option to make a complaint directly to the Real Estate Agents Authority at any time.

Those opting to use Farmlands Real Estate Limited's Complaint and Dispute Resolution Procedure still may make a direct complaint to the Real Estate Agents Authority at any time.

### **Farmlands Real Estate Limited Complaint and Dispute Resolution Procedure**

This procedure is designed to provide a simple and personalised process for resolving any complaint regarding service you have received from Farmlands Real Estate Limited.

#### **STEP 1:**

Call Farmlands Real Estate Limited on 0800 200 600 and request to speak directly to one of the following, (or you may wish to call the following mobile number).

- Ian Morgan M 027 492 5878  
North Island  
[ian.morgan@farmlands.co.nz](mailto:ian.morgan@farmlands.co.nz)
- Ian Moore M 027 539 8152  
South Island  
[ian.moore@farmlands.co.nz](mailto:ian.moore@farmlands.co.nz)

You are encouraged to speak freely regarding the salesperson or salespersons at the centre of your concerns. Please outline any steps you would like to see undertaken to aid resolution.

#### **STEP 2:**

The manager will request your complaint in writing, enabling thorough investigation within 10 working days from the date of receipt.

The management committee, consisting of all Regional Managers and the General Manager will meet and discuss your complaint in-depth. The manager will speak directly to the salesperson or salespersons involved and will respond directly to you and in writing in 10 working days.

This response may include a request for you to meet with those involved to discuss the complaint with a view to seek resolution.

**STEP 3:**

If a suitable resolution is not achieved, or you do not wish to meet, you will be provided with a written document detailing proposed dispute resolution options.

**STEP 4:**

If you do not accept this proposal please advise Farmlands Real Estate Limited in writing within 5 working days or suggest another way of resolving your concerns.

**STEP 5:**

If Farmlands Real Estate Limited accepts your preferred resolution we will implement within the agreed timeframe and the dispute will be at an end with no further recourse.

If your preferred resolution is not acceptable to Farmlands Real Estate Limited, Farmlands Real Estate Limited may engage an independent party to mediate.

**STEP 6:**

If, after mediation, the conflict remains unresolved, the Farmlands Complaints Procedure is at an end.

**REMEMBER:**

If you decide against adopting this procedure you have the option to make a complaint directly to the Real Estate Agents Authority at any time.

Those opting to use Farmlands Real Estate Limited's Complaint and Dispute Resolution Procedure still may make a direct complaint to the Real Estate Agents Authority at any time.

**The Real Estate Agents Authority**

**c/- PO Box 25-371**

**Wellington 6146**

**New Zealand**

**Phone 0800 for REAA or 0800 367 7322**