

At Bayleys Real Estate Ltd we are committed to providing you with excellent customer service. If you have a complaint, we will do everything possible to resolve the matter in a prompt and professional manner.

### Steps to follow if you have a complaint:

#### Complain to the Company first.

Our registered Company name is:  
Bayleys Real Estate Limited  
Licensed under the Real Estate Agents Act 2008  
A member of the Bayleys Realty Group

Please contact the manager of the office who will personally investigate your complaint and return to you with their findings. If we have made a mistake, we would like an opportunity to resolve the problem. If there is a misunderstanding, we will attempt to clarify the situation.

When contacting the Branch Manager it is important to use the word "Complaint" so that he/she is in no doubt that you are beginning the complaint process.

- You will need to specify which licensee (salesperson) the complaint is about.
- The address of the property in relation to the complaint.
- Give a detailed explanation of the complaint.

Once the Branch Manager has received your complaint, he/she will acknowledge and notify you that he/she has received your complaint. The Branch Manager will investigate the complaint and will respond within 10 working days to try and resolve the matter with you.

- The Company cannot charge you for looking into your complaint
- The Company agrees not to take further action over any amounts in dispute while it is working through the complaint process.

### Refer to our Company Licensee:

If you remain unsatisfied, you can write to the Company Licensee of the franchise, providing a full explanation and all correspondence. Upon receipt of any written complaint, The Company Licensee will acknowledge and notify you that he/she has received your complaint. The Company Licensee will review the situation in full and reply in writing within 10 working days.

Tony Bayley  
Company Licensee / Compliance Manager  
Bayleys Real Estate Ltd  
PO Box 8923, Symonds Street  
Auckland 1150  
Phone: 09 309 6020  
Mobile: 021 936 242  
Email: [tony.bayley@bayleys.co.nz](mailto:tony.bayley@bayleys.co.nz)

If, after 20 working days you have not reached an acceptable solution – or you have not received an answer from the company – you may choose to take the complaint to the Real Estate Agent Authority.

### Going to the Authority:

Once you have been through Bayleys Real Estate's complaints procedure and in the unlikely event you are not satisfied with our response / actions you may wish to complain to the Real Estate Agents Authority. To do this you can go to their website and follow the complaints procedure there. [www.reaa.govt.nz](http://www.reaa.govt.nz)

You may access the Real Estate Agents Authority's complaints process direct without first using the Bayleys Real Estate Limited in-house procedures and the use of the in-house procedures does not preclude you making a complaint to the Real Estate Agents Authority.