

# Bayleys Realty Group Ltd Complaints Procedure

At Bayleys 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. We are a franchise organisation, so please refer your complaint to the registered company you have the complaint with.

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 the Principal Officer

---

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

Should you not know who the Principal Officer is, please contact Kathryn Morrison at Bayleys Realty Group Ltd, phone 09 375 8472 or email [Samantha.Grubb@bayleys.co.nz](mailto:Samantha.Grubb@bayleys.co.nz), for these contact details.

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 the Bayleys 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 in-house procedures and the use of the in-house procedures does not preclude you making a complaint to the Real Estate Agents Authority.