



## Residential Property Management Owner and Tenant 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

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Please contact Lisa Sargison, [Lisa.sargison@bayleys.co.nz](mailto:Lisa.sargison@bayleys.co.nz), in the first instance, for Auckland based properties, Lisa will personally investigate your complaint and return to you with her findings. For properties located outside of Auckland, Lisa will contact the Manager for the relevant region who will then manage the complaint.

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 Lisa it is important to use the word "Complaint" so that she is in no doubt that you are beginning the complaint process.

- You will need to specify which Property Manager the complaint is about.
- The address of the property in relation to the complaint.
- Give a detailed explanation of the complaint.

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

- We will not charge you for looking into your complaint

### Refer to the Residential Property Management Compliance Manager

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If you remain unsatisfied, after having followed the above steps, please contact the Residential Property Managements Compliance Manager, Tony Bayley, [Tony.bayley@Bayleys.co.nz](mailto:Tony.bayley@Bayleys.co.nz) and provide him with a full explanation and all correspondence. Upon receipt of any written complaint, Tony will acknowledge and notify you that he has received your complaint and will review the situation in full and reply in writing within 10 working days.



If you wish to make an application to Tenancy Services to have the matter heard by an independent third party, this can be done on-line the link is copied below.

<https://www.tenancy.govt.nz/disputes/tribunal/making-an-application>