



Westerman Cozens Realty Limited  
Licensed under the Real Estate Agents Act 2008

## Bayleys Turangi Complaints Procedure

At Bayleys Turangi 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:

You have the option to follow our complaints procedure or;

- Complain direct to the Real Estate Agents Authority
- Complain to both us and the Authority at the same time

Our registered Company name is **Westerman Cozens Realty Limited**  
**Bayleys Turangi**  
**Licensed under the Real Estate Agents Act 2008**

If you do wish to follow our complaints procedure, please take the following steps.

#### 1. Talk to the person you have been dealing with from Westerman Realty Limited

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.

If you do not feel it is appropriate to take this step please continue to step 2.

#### 2. Talk to the Agent Licensee of the office you are dealing with

If you wish to take the matter further, please contact the Agent Licensee of the office who will personally investigate your complaint and return to you with their findings.

When contacting the Agent Licensee 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.
- Give an indication of what you would like the company to do to resolve your complaint.

Once the Agent Licensee has received your complaint, he/she will investigate the complaint and will respond within 10 working days to try and resolve the matter with you.

- He/she will acknowledge he/she has received your complaint.
- 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.

You can contact the Agent Licensee by phone, email or in writing;

Yvonne Westerman  
Westerman Cozens Realty Ltd  
44 Roberts Street  
PO Box 1303  
Taupo 3351

B 07 376 0099  
M 0275 733 844  
E [yvonne@bayleystaupo.co.nz](mailto:yvonne@bayleystaupo.co.nz)

### 3. Refer to our General Manager

If you remain unsatisfied, you can write to our General Manager. The General Manager will review the situation in full and reply in writing within 10 working days and may invite you to attend mediation.

Ross Turnbull  
General Manager  
Westerman Cozens Realty Ltd  
44 Roberts Street  
PO Box 1303  
Taupo 3351

P 07 376 0099  
M 021 733 844  
E [ross@bayleystaupo.co.nz](mailto:ross@bayleystaupo.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.

### 4. Going to the Authority

If 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)