

# Stonehouse

## Real Estate

### **In-house Complaints and Dispute Resolution Procedure**

The Agents complaints and dispute resolution procedure is designed to provide a simple and personalised process for resolving any issue that you might have about the service you have received from our agency.

Should you have an issue with any aspect of this service, please call and ask to speak to the Principal Agent (Mr Kim Franklin) in the first instance, he is available on 021 570 650 or ask to speak to a Company Director on 0508 987 789. Please convey who you are dealing with, what your concerns are and how you would like this situation resolved. We may ask you to put your concerns in writing so that we may investigate this further. We may need a brief period of time to talk to other people involved. We will come back to you within ten (10) working days with a response to your concern. That response may or may not be in writing. As part of this response we may ask you to meet with the Agent/Director and any/all associated members of our agency to discuss the situation and try to agree upon a resolution.

If we are unable to come to an agreed resolution after meeting, or you do not wish to meet with us, then we will provide you with a written proposal to resolve the issue. If you do not accept our proposal please advise us in writing within five (5) working days. You can, of course, suggest another way of resolving the issue at any time. If we accept your preferred resolution we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution we may invite you to mediate the dispute. If we agree to mediate the situation but don't settle the concern at mediation, or we do not agree to mediate the dispute then that will end our process.

You can still file a complaint to the Real Estate Authority in the first instance, even if you have already started using our procedure. You are able to make a complaint to the Real Estate Authority at any time.

The Real Estate Authority  
C/- P O Box 25 371  
Wellington 6146  
New Zealand  
Phone 0800 FOR REA or 0800 367 732