

Raine & Horne are committed to handling any complaints or disputes professionally, fairly and promptly.

In accordance with Rule 12.1 Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012:

Introduction

All licensed real estate agents are required to have a written in-house complaints and dispute resolution procedure which is set out below. You do not have to use our complaints and resolution procedure. You may make a complaint directly to the Real Estate Authority (REA) at any time. You can make a complaint to the REA even if you choose to use our procedures.

Our registered company name is Raine & Horne New Zealand Pty Ltd. We are licensed under the Real Estate Agents Act 2008. Our company licensee is Ian Keightley.

Complaints and Dispute Resolution Procedure

Our process is designed to resolve your complaints efficiently. Here are the steps to follow:

Step 1: Initially, discuss your concern directly with the agent, property manager, or staff member involved. You can reach out by email, phone, or in person. If the issue isn't resolved or you're unable to discuss it adequately, please contact the business owner or manager of that office.

STEP 2: If your concern remains unresolved and you wish to make a complaint, we ask that you submit your complaint in writing to feedback@corp.rh.co.nz or by completing the form below for further investigation.

We'll review the matter with the involved team members and may share it with senior staff members to assist us in resolving the issue. We aim to respond within 10 working days. If it takes longer, we'll inform you of the new timeline.

STEP 3: If we are unable to come to an agreed resolution, we will outline in writing how we propose to resolve your complaint, or we may appoint a mediator to resolve the situation.

STEP 4: If you do not accept our proposal, please advise us in writing within five working days. You can, of course, suggest another way of resolving your complaint.

STEP 5: 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.

STEP 6: If we agree to mediate the complaint but don't settle the complaint at mediation, or we do not agree to mediate the dispute, then that will be the end of our process.

Remember: You can still make a complaint to the REA in the first instance and, even if you use these procedures, you can make a complaint to the REA at any time.

You can contact the REA by phone on 0800 367 7322 or by email on info@rea.govt.nz. For more information on their complaint's procedures visit <https://www.rea.govt.nz/>