

Dispute Resolution & Complaints Procedure

Licensed real estate agents are required to have a written in-house complaints and dispute resolution procedure.

The Compréndé Real Estate Procedure is set out here. You do not have to use our complaints and resolution procedure. You can take a complaint directly to the [Real Estate Agents Authority](#) (REA) at any time. You can make a complaint to the Real Estate Agents Authority even if you choose to also use our procedures.

Our complaints and dispute resolution procedures are designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received from our agency.

STEP 1:

Call us and speak to our Principal Officer Angela Little (Phone 021 421 967 or email angela@comprende.co.nz). Please outline your concerns and complaints and what you would like done about your complaint.

STEP 2:

We may ask you to put your complaint in writing so that we can investigate it. We will need a brief period of time to talk to the team members involved. We commit to responding within 10 working days to your complaint. That response may be in writing and we might ask to meet with you to discuss the complaint and try to agree on a resolution.

STEP 3:

If we are unable to come to an agreed resolution after a meeting, or if you don't wish to meet with us, then we will provide you with a written proposal to resolve your complaint.

STEP 4:

If you do not accept our proposal please try and advise us in writing within 5 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 [Real Estate Agents Authority](#) in the first instance, and even if you use these procedures you can still make a complaint to the Real Estate Agents Authority at any time.

The Real Estate Agents Authority,
PO Box 25 371,
Wellington 6146.
Phone: 0800forreaa or 0800 367 7322.