

FRANK

COMMERCIAL

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Complaints and Disputes Resolution Procedures

In accordance with Rule 10 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2009

As per Rule 10 of the Real Estate Agents Act 2009, all licensed Real Estate Agents must ensure that there are written in-house procedures for dealing with complaints and dispute resolution. Frank Commercial's procedure is set out below.

As our client, you are not required to use our complaints and dispute resolution procedure. By using our procedure, you are not precluded from making a complaint directly to the Real Estate Authority (REA) and have the option of using both procedures if necessary.

Frank Commercial Complaints and Resolution Process

With any complaint or dispute resolution, our intention is to make the process as straight forward and fair as possible with the view to addressing any concern you have about our services as quickly as we can.

Step 1. Please either email admin@frankcommercial.co.nz or our Principal Director; Laura Osborne at laura@frankcommercial.co.nz or call 09 303 3804. Let them know who or what your complaint is in relation to and outline what you would like done to address your concern. We will make a detailed record of your complaint to ensure that it is investigated thoroughly.

Step 2. If your complaint is more than minor and cannot be resolved over the phone we may ask for you to put forth your complaint in person or in writing; via e-mail or post; on-line, by complaint form; (what should be included – any supporting documents etc.) so that this can be presented formally to those parties involved. At that stage we will discuss it with the members of the team involved and respond within 10 working days. Our response may take the form of a written letter but it is more than likely, we will invite you to meet with us, to discuss the circumstances surrounding your complaint.

Step 3. In the unlikely event, we cannot come to a resolution or you do not wish to meet with us, then we will provide a written proposal in order to resolve the dispute.

Step 4. If we are still unable to settle the complaint we request that you advise us within 5 working days of receiving our letter, in person or in writing; via e-mail or post or on-line; that you are dissatisfied with the proposal. We are open to any proposal you may wish to submit to us regarding the complaint.

Step 5. If Frank Commercial decides to accept your proposal and the resolution is accepted – complainant signature obtained and dated; copies will be given to complainant and filed by Agency; all files to be finalised in office complaints file. At this point, we will implement the agreed upon resolution as soon as possible. In the case that the proposal is not acceptable to us, we may invite you to resolve the dispute via mediation.

Step 6. If we do not reach a resolution at mediation or we do not agree to mediate the dispute then that will be the conclusion of our in-house process. Details to be filed as appropriate, pending further action from REA.

Please note:

You are able to make a complaint to the Real Estate Authority at any stage during our in-house procedure or if the result of our mediation is that the complaint is not resolved. The REA can be contacted at the address below:

The Real Estate Authority
C/- PO Box 25-371
Wellington 6146
New Zealand
Phone: 0800 367 7322