

Smart Real Estate Complaints or Disputes Procedure...

In accordance with Rule 10 of The Real Estate Agents Act (Professional Conduct and Client Care Rules) 2009, Smart Real Estate Ltd abides by the following Complaints or Disputes Procedure.

Our complaint or dispute resolution procedure is 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: Please call the manager Debra Hakaraia 0275 620 420 or email: debra.hakaraia@smartrealestate.co.nz. Tell the manager who you are complaining about and what your concerns are. Let the manager know what you would like done about your complaint.

STEP 2: Smart Real Estate will acknowledge your complaint within 24 hours. We will need a period of time to talk to the team members involved

STEP 3: We promise to come back to you within 10 working days with a response to your complaint.

STEP 4: If you are dissatisfied with the resolution of a complaint. Smart Real Estate will offer a further method of action.

Remember: You can still make a complaint to the Real Estate Agents Authority in the first instance at any time.

The Real Estate Agents Authority

www.reaa.govt.nz

Phone 0800 367 7322 or

+64 4 471 8930