



Edinburgh

Edinburgh Realty Ltd. Licensed under the REAA 2008

Dunedin
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p 03 474 0444 e dunedin@edinburgh.co.nz

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EDINBURGH REALTY LTD IN HOUSE COMPLAINTS AND DISPUTES RESOLUTION PROCEDURES IN ACCORDANCE WITH RULE 12 OF THE REAL ESTATE AGENTS ACT (PROFESSIONAL CONDUCT AND CLIENT CARE RULES) 2012.

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.

In the first instance please call our main office on (03) 474 0444 and speak to Peter Wilson. Tell Peter your concerns, who and what specifically they are regarding and what you would like done about the situation that has arisen.

Peter may ask you to put your complaint in writing so that we can investigate it. We will respond to this within ten working days from the date of receiving it. As part of our response we may ask you meet with members of our team to discuss the issues and try and agree a resolution.

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.

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. If we are agreeable on your preferred resolution we will endeavor to implement all steps necessary to resolve the matter as soon as possible. If we decline your preferred resolution we may invite you to mediate the dispute.

If you agree to mediate the complaint but we are unable to settle the issues at mediation, or we choose not 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 25371
Wellington 6146
New Zealand
Phone 0800 367 7322