



**Norrish Property Consultants Ltd MREINZ**  
(Licensed Real Estate Agent – REAA 2008)

## Complaints and Dispute Resolution Procedures

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

### Introduction

As a company we make every effort to be absolutely professional in the service we provide to our clients. All our consultants and office staff receive regular training to improve their skills and increase their knowledge of real estate law and practice. We are committed to the very highest standards of ethical conduct and to treat all our clients with the utmost respect. Our track record is second-to-none and we are determined to maintain those standards which are foundational to our business philosophy and practice. We appreciate knowing about any failure on our part it since it gives us the opportunity to improve our systems and deal positively with any apparent shortcomings.

All licensed real estate agents are required to have a written in-house complaints and dispute resolution procedure. That procedure for our company is set out below.

If you would prefer, you do not have to use our complaints and resolution procedure. Complaints may be made directly to the Real Estate Agents Authority at any time. However, using our procedures does not preclude you from taking your concerns to the Real Estate Agents Authority as well.

### In-House Complaints and Dispute Resolution Procedures

These are designed to provide you with a simple and personalised process for resolving any concern or complaint you might have about the service you have received or are receiving from our company.

1. Call us and ask to speak to the Principal - Paul Norrish - on (07) 543 0039.  
Tell us who it is in the company you are unhappy with and explain what your concerns are.
2. You may then be invited to put your concerns in writing to enable us to investigate them thoroughly and make a proper and considered response to them.
3. We will then meet with the person concerned to explain the situation, discuss the matter and get their response to it. Obviously we will need a few days to attend to this properly. However, we undertake to get back to you, either verbally or with a written response, as quickly as possible, but certainly within 7 working days of your call or letter.
4. We may invite you to meet with us and the person concerned for a "round the table" discussion and seek to resolve the issue that way. Please understand that you do not have to meet in this way but if you feel comfortable in doing so it might help to resolve the concerns you have.
5. If we are unable to come to an agreed resolution, or if you choose not to meet with us to discuss the matter, we will, after investigating your concerns, provide you with a written proposal as a suggested way of moving forward to resolve the matter.
6. You may then respond by accepting our proposal or, if you are not happy with it, by suggesting another. Either way please advise us of your decision, in writing, within 7 working days.
7. If we are unable to reach agreement we may invite you to bring the matter to mediation. Hopefully, this would result in a resolution of your concerns.
8. If, however, either you or the company does not agree to go to mediation, or, if after mediation the complaint is still not resolved, then we will have exhausted our in-house procedures and resolution will need to be sought elsewhere.

**Please remember** that you are not compelled to take advantage of our in-house procedures. You may take your complaint directly to the Real Estate Agents Authority if you prefer. If you do use our company's procedures that does not preclude you from taking your complaint to the Real Estate Agents Authority as well and at any time.

### The Authority's contact details are as follows

The Real Estate Agents Authority  
PO Box 25-371  
Wellington 6146  
New Zealand

Phone 0800 367 7322